

Communication

- Communication is the process of sharing information, ideas, thoughts, or feelings between two or more people through speaking, writing, gestures, or other methods.
- Communication means exchanging information to understand each other.



Type of Communication

1. Verbal Communication

Communication using words (spoken or written)

Example: Talking to a friend, writing a letter, giving a speech

2. Non-Verbal Communication

Communication without words (body language, gestures, facial expressions)

Example: Smiling, hand signals, eye contact

Type of Communication

3. Written Communication

Communication through written words

Example: Emails, messages, reports,

4. Visual Communication

Communication through images, symbols, charts

Example: Traffic signs, graphs, diagrams

Type of Communication

5. Formal Communication

Official communication in organizations

Example: Office emails, meetings, reports

6. Informal Communication

Casual communication between people

Example: Chatting with friends, WhatsApp messages

7 C's of Communication (Effective Communication Principles)

1. Clear (स्पष्ट)

Message should be easy to understand

Example: Give simple and direct instructions

2. Concise (संक्षिप्त)

Message should be short and to the point

Example: Avoid unnecessary words

7 C's of Communication (Effective Communication Principles)

3. Complete (पूर्ण)

Message should include all necessary information

Example: Give full details of time, place, etc.

4. Correct (सही)

Information should be accurate and error-free

Example: Use correct facts and grammar

7 C's of Communication (Effective Communication Principles)

5. Concrete (ठोस)

Message should be specific and definite

Example: Use exact data instead of vague words

6. Coherent (सुसंगत)

Message should be logical and well-organized

Example: Ideas should be connected properly

7. Courteous (विनम्र)

Message should be polite and respectful

Example: Use polite words like "Please", "Thank you"

Communication Barriers

1. Physical Barriers (भौतिक)

Environmental problems

Example: Noise, distance, poor internet connection

2. Psychological Barriers (मनोवैज्ञानिक)

Mental or emotional issues

Example: Stress, anger, lack of interest

Communication Barriers

3. Language Barriers (भाषा)

Different languages or difficult words

Example: Using complex English with beginners

4. Cultural Barriers (सांस्कृतिक)

Differences in culture, beliefs, values

Example: Different customs or traditions

Communication Barriers

5. Organizational Barriers (संगठनात्मक)

Problems in structure or rules of organization

Example: Long hierarchy, delay in message flow

6. Semantic Barriers (अर्थ संबंधी)

Misunderstanding of words or meanings

Example: Same word having different meanings

7. Technological Barriers (तकनीकी)

Issues with technology

Example: Network failure, device problems

Communication mode describe how data flows between sender and receiver.

I. Simplex Communication

Communication in one direction only

Key Points:

- Only sender → receiver
- No feedback or reply possible

Examples:

- Television
- Radio



Simplex = One-way communication

Communication mode describe how data flows between sender and receiver.

2. Duplex Communication

Communication in both directions

(a) Half Duplex

- Both sides can send and receive, but not at the same time

Example:

- Walkie-talkie

Half Duplex = One at a time



Communication mode describe how data flows between sender and receiver.

(b) Full Duplex

- Both sides can send and receive at the same time

Example:

- Mobile phone call

Full Duplex = Simultaneous communication

