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Method of Communication

Verbal
(words)

Non-Verbal

Visual

oral

written

Gestures

facial expressions

Symbols

Images

signal charts

body movements

graphs

diagram

posters

books

maps

charts

telephon

loudspeaker

face to face

classroom lectures

speeches

letters

reports

memos

circulars

manuals

Method of communication.

Verbal - people use words to exchange thoughts, feelings and ideas with others.

Oral Communication

Advantages

1. Quick feedback.
2. Save time
3. most interactive

Disadvantage

1. requires proximity.
2. not a complete form of communication

Proximity - the sender and receiver must be at the same place.

Written Communication

Advantages

1. Permanent storage
2. Suitable for lengthy message.
3. mass communication possible.

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Disadvantage.

1. Costly
2. Time consuming
3. barrier of language. (reader should know)

Non-Verbal communication

Advantages

1. Very easy to demonstrate
2. Useful for conveying message
3. No language barrier.
4. Very fast.

Disadvantage.

1. Incomplete form of communication.
2. Not suitable for lengthy message
3. Chances of misinterpretation.

Visual communication.

Advantages.

1. reinforce other form of communication.
2. Clears the barrier of language.

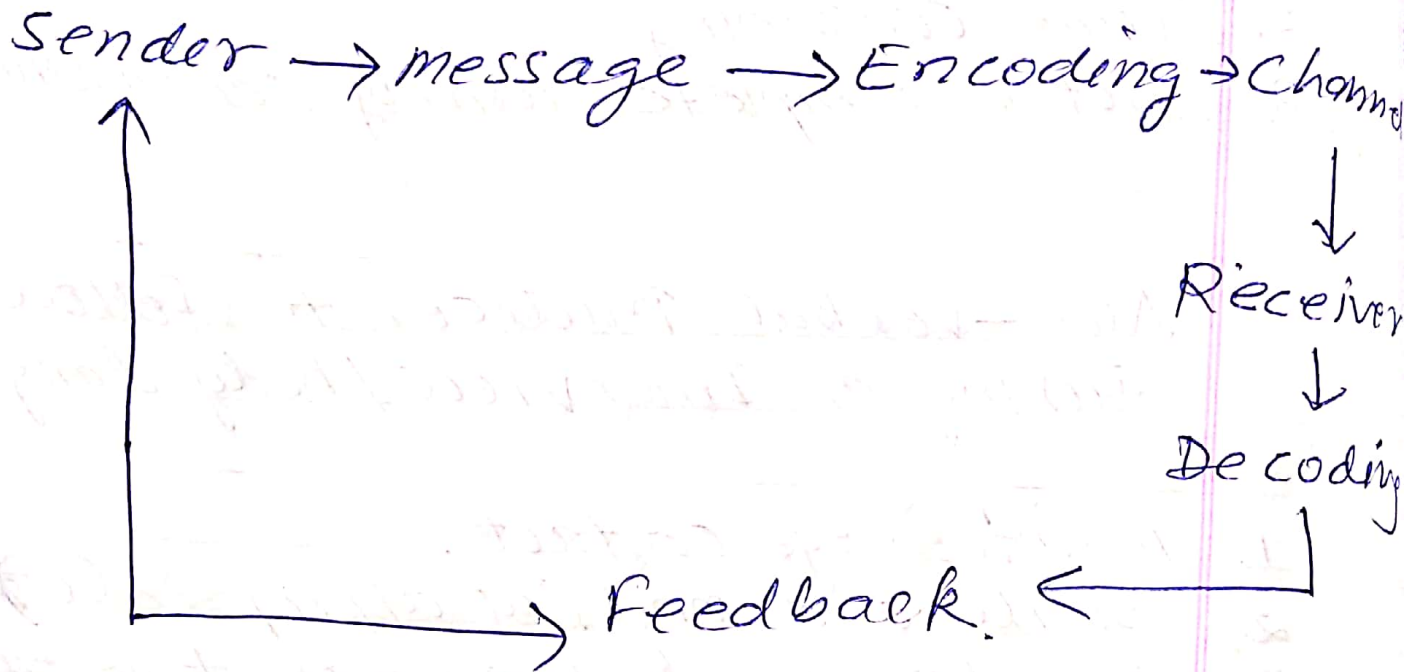
Disadvantage.

1. Expansive
2. Time consuming
3. not a complete form of communication

Non-verbal Practices to Follow During an Interview/body language

1. maintain eye contact.
2. smile and nod (at appropriate time)
3. Be polite and keep an even tone of to your speech.
4. Do not slouch while sitting.
5. Keep your feet on the floor and your back against the lower back of the ~~the~~ chair.
6. Do not interrupt your interviewer

Communication Cycle.



1. **Sender** - sender is the person who expresses his opinion, idea or message and sends it to the receiver.
2. **Message** - message refers to the information that the sender wishes to convey.
3. **Encoding** - format or structure of the message (eg - spoken words / pictures / text etc.)
4. **Channel** - medium of communication. (oral, written / printed, electronic)
5. **Decoding** - It refers to how the receiver interprets the message or understands

6. Receiver - A person for whom the message is intended.
7. Feedback. - It is the response that a receiver gives after the message is received and understood by him.

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barriers to
Effective communication

Environmental
Barriers

↓
Physical
conditions

- defective instrument
- poor lighting
- uncomfortable seating arrangements
- Unhygienic room

Situational
Barriers

- Distance
- Noise
- loud music

Individual
Barriers

① Attitudinal
(mental Position)

- age
- gender
- culture
- socio-economic
- professional status

③ Inattention

④ Emotional
state

⑤ Prejudice

⑥ Difference in
perception

② Linguistic
Ability

- speech disorder
- physical disabilities
- lack of proficiency in language