

# Communication Skills

## Introduction

Communication is the process of transferring signals/messages between a sender and a receiver through various methods (written words, nonverbal cues, spoken words). It is also the mechanism we use to establish and modify relationships.

## Objectives

- To understand the importance and application of effective communication.
- To demonstrate techniques that will help in improving the vocabulary and communication skills.
- To improve listening, speaking, reading and writing skills for effective communication.

**Suggested time duration:** At least 10 hours for each batch of 20 students.

**Techniques for learning:** Use of audio, video, images, scripts, newspaper, group discussions, debates etc. on current topics that can be easily related by the students. **The medium of communication should be English.** Mother tongue can be used for effective explanation.

## Module 1

Objective: What is communication, types and importance of communication.

Any task or transaction that requires more than one person can only be successfully completed with communication. It's nearly impossible to go through a day without the use of communication. Communication is sending and receiving information between two or more people. The person sending the message is referred to as the sender, while the person receiving the information is called the receiver. The information conveyed can include facts, ideas, concepts, opinions, beliefs, attitudes, instructions and even emotions. Types of communication include: Verbal, written and body language. The evolution of communication techniques and its importance should be explained in a way that can be related by the students.

## Module 2

Objective: Importance of listening, how to be a better listener, how to comprehend information received.

A trigger (story/video/narrative/audio) is used to give information to the students. Analysis and comprehension of the information received is demonstrated to all the students. Importance and benefits of effective listening are explained.

## Module 3

Objective: To produce speech, debate and discussion.

A trigger (picture/Image/video/ Audio/ Script) is used to initiate interaction, through this the class arrives at a common theme. Groups in the class produce speech on this common theme. A debatable proposition is brought out on the common theme. The class debates by understanding the features of a debate. The students discuss on the line of discussion and present their views to the class.

#### **Module 4**

Objective: To promote reading through articles/books/newspapers etc.

Based on the trigger (picture/Image/video/ Audio/ Script) related to the theme a text is given to process reading. Through this, learners understand the features of text, learn to read a text critically, understand the sensory perceptions and emotions involved and track their own reading process. At the end of this process the learners come out with graphical organizers and there by construct multiple texts out of it.

#### **Module 5**

Objective: To improve writing skills of the students

This module focuses on describing an event. The learners understand how to organize their ideas while writing a description. Develop insight into well-formed expressions and finally edit their own description by identifying different errors (Morphological, Syntactic, Word order, punctuation etc)