Communication Skills – I (DS1110)

* P.K.D.K Kaushalya

| Theory: 30h | Practical: 0 | Assignments/Quizzes: 10h | Independent Learning: 60h |

## Intended Learning Outcomes

* Recognize that communication and expression maybe written or oral, verbal or nonverbal, informational or artistic
* Develop analytic reading, writing m speaking and listening skills including evaluation, synthesis, and research
* Create substantially error-free writing using appropriate vocabulary

## What is education?

The change in behavior.

## Evaluation Criteria

The ILOs of the course will be assessed through the following components with given weightages (range for % marks allocated).

* Quizzes (02): 10%
* Assignments (maximum 02): 30%
* End Semester Examination: 60%

## Recommended Reading

Mark Goulston, “Just Listen: Discover the Secret to Getting Through to Absolutely Anyone”

*Paperback – illustrated, 2015*

D. Stone, B. Patton, S. Heen, R. Fisher, “Difficult Conversations: How to Discuss What Matters Most”

*Paperback -Illustrated, 2010*

[Video: Dananjaya Hettiaracchi Speech.]

## What is meant by Communication Skills?

It refers to the abilities and techniques that allow individuals to effectively convey, receive and interpret information/messages/feelings.

## Key components of communication skills

* **Verbal Communication** - The ability to articulate thoughts clearly and effectively through spoken words, including tone, pitch and pace
* **Non-Verbal Communication** - the use of body language, facial expression, gestures and eye contact to convey messages and emotions.
* **Active Listening** – The ability to fully concentrate, understand and respond to what others are saying, showing genuine interest and empathy.
* **Written Communication** - The skill to express ideas clearly and effectively in written form including emails, reports and presentations.
* **Adaptability** - Adjusting communication style to suit different audiences and contexts, ensuring effective interaction.
* **Clarity and Conciseness** – The ability to communicate ideas clearly without unnecessary jargon or complexity, making messages easily understandable.
* **Empathy** – Understanding and being sensitive to the feeling and perspectives of others, which enhances interpersonal communication.

## Important of Communication Skills

* **Enhance Relationships** – effective communication is crucial for teamwork enabling smoother cooperation and problem solving
* **Facilitated Collaboration**
* **Promotes Conflict Resolution** -clear communication reduces misunderstandings nd increase efficiency in work process.
* **Supports Career Advancement**
* **Improve Productivity**

[Effective Communication | Part 1 - YouTube](https://www.youtube.com/watch?v=XLQ4v2-R3KM&ab_channel=GunjanGupta) - <https://www.youtube.com/watch?v=XLQ4v2-R3KM>

Discussed Words:

**Promptive** speech, simply put, is giving a speech with little to no preparation.

**Communication** is the **process of sending and receiving messages** between a sender and a receiver. It's about sharing ideas, information, and feelings.

* **Sender:** The person who starts the message.
* **Receiver:** The person who gets the message.
* **Message:** The information being shared.
* **Feedback:** The receiver's response to the sender

Fluency in English (or any language) is a tool, not a full communication skill. It's the **ability to use that language clearly and respectfully**, along with **listening and body language**, that makes you a good communicator.

**Proofreading** means carefully checking a piece of writing for errors. It's the final step before something is published or shared. You're looking for mistakes in things like:

* Spelling
* Punctuation
* Grammar
* Typographical errors (typos)
* Formatting issues