

# Communication Skills – I (DS1110)

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

## Intended Learning Outcomes

- Recognize that communication and expression may be written or oral, verbal or nonverbal, informational or artistic
- Develop analytic reading, writing, 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 and increase efficiency in work process.
- **Supports Career Advancement**
- **Improve Productivity**

Effective Communication | Part 1 - YouTube - <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