

Unit 1: Communication Skills Class 9

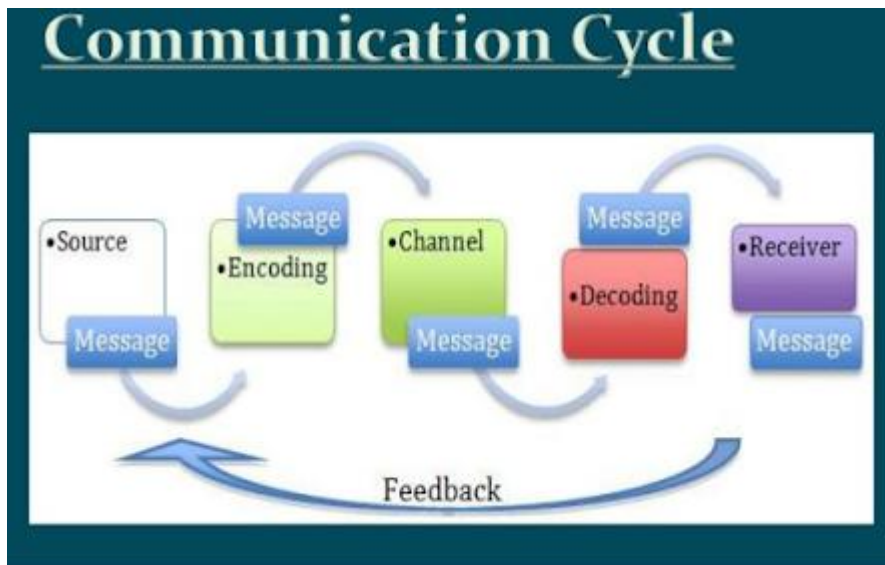
In class 9 Employability Skills you are going to study 5 units. All the units are so structured to give you a good knowledge of those skills which will help you to get Employment in various sectors. Here we will discuss the first chapter that is Communication Skills. In this chapter you are going to learn the various aspects of communication and how to communicate in a very good manner.

Session 1: Introduction to Communication

What is communication?

Sharing of information from one person to other by speaking, writing, signals or by any other means is called communication.

Communication Process (Cycle) or Elements of Communication



- **Sender:** the person who is starting the communication
- **Message:** the information that the sender wants to send
- **Encoding:** The way the sender wants the message to be looked like.
- **Channel:** From which medium the message travels.
- **Receiver:** the person who receives the message
- **Decoding:** What the receiver understands
- **Feedback:** the receiver's response to the message.

Perspectives in communication

Perspectives are fixed ideas and thoughts regarding something. For Example, you have fixed the thought that your school principal is very strict so you will not be able to talk to him friendly. You always think that he is very strict.

Factors affecting perspectives in communication

Here are some factors which affect perspectives.

Language: The language is used in communication

Visual Perception: how the person looks

Past Experience: Your past experience which him

Prejudice: some fixed idea about the person

Feelings: How are you feeling at that time

Environment: the environmental condition during communication

Personal factors: Personally how are you attached to him

Culture: Your culture and his culture are also a factor

Effective Communication.

The communication in which the receiver gets the best possible message that the sender wants to convey. In other words, if the receiver gets the appropriate message that the sender wants to convey is called effective communication.

7C's of Effective Communication

Clear	Concise	Concrete	Correct	Coherent	Complete	Courteous
Be clear about what you want to say	Use simple words and say only what is needed	Use exact words and phrases	Use correct spellings, language and grammar	Your words should make sense and should be related to the main topic	Your message should have all the needed information	Be respectful, friendly and honest

Figure 1.3: 7Cs of Effective Communication

Session 2: Verbal Communication

Communication Styles/Methods

There are four main categories or communication styles including verbal, non-verbal, written and visual.

Verbal Communication

In Verbal Communication words are used to communicate. This is the most common type of communication. As in this type, words are used so it is very important to use appropriate word otherwise it will cause confusion.

Advantages of verbal communication

It is very easy and quick as you can exchange ideas by saying words.

Disadvantages of verbal communication

Since it depends on words then it is very important to use correct words so that other person can understand easily.

Written Communication

It is an act of communicating through written words. Just like when you send messages by written mode or the information written in newspaper, books etc.

Advantages of written communication

- It is a permanent record
- It can be circulated easily
- Suitable for future references

Disadvantages of written communication

- It takes time to write documents
- Once written it is difficult to change
- It requires good knowledge of language and grammar
- Receiver can interpret it in the wrong way

Public speaking

Speaking in front of a large number of people is called public speaking. It is very difficult for any person to speak in front of many audiences. So 3ps of Public speaking gives an idea to improve this skill.

3Ps of Public Speaking

Prepare: First of all be prepared for what you are going to speak.

Practice: Practice in front of a mirror helps to overcome the fear of the audience.

Perform: Then perform in front of people. Take a long breath. This will help you when you are nervous.

Session 3: Non-Verbal Communication

Non-verbal communication is the way of expressing ourselves without using words. We can send many messages without using words, for example, can send a message through expression, eye contact, touch etc. More examples are given below



Importance of non-verbal communication

In our daily life, we see that most of the communication is non-verbal. Many times we express ourselves just by using our eye contact or by hand movements. So we can say that non-verbal communication is very important in our life.

Visual communication

This is also a very important type of communication. Sending a message through images is very popular as you can see many advertisements on the roadside and signboards all these contain much information but in form of images. It is not bounded to any language anyone can understand what is being expressed in the image.

Session 4: Writing Skills: Parts of Speech

From these sessions, you are going to study those topics which come in the English language. All these topics are not relevant to the Employability skills Class 9 examination. So we will discuss only some important concepts.

There are 8 Parts of Speech

Noun: Words for people, place and things

Pronoun: Words used in place of Noun

Adjective: Word used to describe Noun or Pronoun.

Verb: Doing words

Adverb: Words used to describe Verb. Ex-fast, Slow

Preposition: Used before Noun or Pronoun to show its position. Ex- on, in, at

Conjunction: Used to join words or group of words. Ex- Because, and

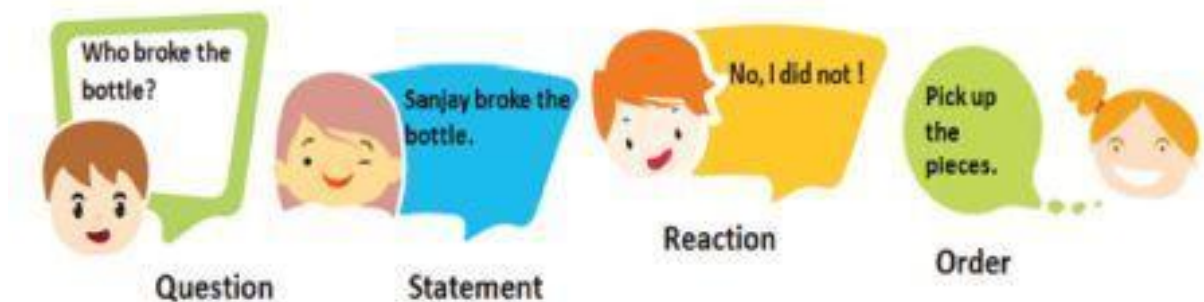
Interjection: It shows Emotion. Ex- Alas, Hurrah

Session 5: Writing Skills: Sentences

Types of sentences

Active and passive sentences. Example:

- Rahul plays cricket.
- Cricket is played by Rahul.
- **Types of sentences (according to their purpose)**



Session 6: Pronunciation Basics

- Correct pronunciation of words is very important to communicate well. Listen to correct speeches and practising more and more you can achieve good pronunciation of words.

Different Sounds in English

Vowels: There are 5 vowels in the English language like a, e, i, o, u

Consonants: A total of 21 Consonants are there.

Diphthongs: Combination of two vowel sounds like ou, ea

Session 7: Greetings and Introductions

Types of greetings

Formal greetings: It is used when you don't know the person or to greet elderly people.

Informal greetings: It is used to greet friends, family or a person known to you.

Session 8: Talking about Self

Talking about yourself means introducing yourself. While introducing yourself keep it concise and tell some basic things like name, age, address, likes, dislikes.

Session 9: Asking Questions I

5W+1H Method for Asking Questions

5W+1H Method for Asking Questions

Who Where Where When What Why How

Session 10: Asking Questions II

There are two types of questions

1. Close-ended: The question which has answered only 'Yes' or 'No'. Options in the answer are limited.

2. Open-ended: These type of questions can have a variety of answers