

Comprehensive Notes On

Unit 1: Communication Skills

Class IX - Employability Skills

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1 Introduction to Communication

1.1 The Basics of Communication

💡 What-Why-How: Communication

What It Is: The word 'Communication' (संम्वदअ) comes from the Latin word *communicare*, meaning 'to share'. It is the process of sharing information, ideas, and feelings between people.

Why It Matters: Whether you're trying to convince your parents to buy you a new phone, texting friends, or giving a presentation, communication is the key to getting what you want and building strong relationships.

How It Works / Analogy: Think of it like a WhatsApp chat. You type a message (Encoding), send it over the internet (Channel), your friend reads it (Decoding), and replies with a smiley emoji (Feedback).

Key Elements of the Communication Cycle

- **👤 Sender:** The person who starts the process by sending a message.
- **💬 Message:** The information, idea, or feeling being shared.
- **⌨️ Encoding:** Converting the idea into words or symbols.
- **📶 Channel:** The medium used (e.g., face-to-face, phone, internet).
- **👥 Receiver:** The person getting the message.
- **🧠 Decoding:** Interpreting the message to understand it.
- **↩️ Feedback:** The receiver's response. This completes the cycle!

1.2 Perspectives and Barriers in Communication

The 7 Cs of Effective Communication

To communicate like a pro, follow the 7 Cs:

1. **Clear:** Be crystal clear about what you want to say.
2. **Concise:** Keep it short and to the point. No rambling!
3. **Concrete:** Use exact facts and specific details.
4. **Correct:** Use proper grammar and spelling.
5. **Coherent:** Ensure your message flows logically and makes sense.
6. **Complete:** Give all the necessary information.
7. **Courteous:** Be polite, respectful, and friendly.

💡 What-Why-How: Communication Barriers

What It Is: Perspectives are our fixed ideas or views. When these fixed ideas block clear communication, they become **barriers**.

Why It Matters: Misunderstandings happen all the time because of barriers. You might say some-

thing as a joke, but your friend might take it seriously because they are in a bad mood (Feeling barrier).
How It Works / Analogy: Imagine wearing sunglasses with blue lenses. Everything you look at will appear blue. Your perspectives are like those lenses—they color how you interpret messages!

🚫 Barrier Type	How it blocks communication
Language	Using unfamiliar jargon or a language the receiver doesn't understand.
Visual Perception	Judging based on appearances or partially drawn pictures.
Past Experience	Mistrusting someone because of a bad past experience.
Prejudice	Having fixed stereotypes (e.g., "All teenagers are lazy").
Feelings	Being too angry or sad to listen properly.
Environment	Physical noise, bad lighting, or extreme temperatures.
Personal Factors	Low confidence or fear of speaking.
Culture	Signs meaning different things (e.g., thumbs-up might be offensive in some cultures).

2 Methods of Communication

2.1 Verbal Communication

💡 What-Why-How: Verbal Communication

What It Is: Sharing information using words (spoken or written).

Why It Matters: It is the quickest and most direct way to exchange ideas and get immediate responses.

How It Works / Analogy: Calling your best friend to tell them a story (Oral) or sending them a detailed email (Written).

- **Oral/Spoken:** Face-to-face, phone calls, speeches. It's fast but once spoken, words cannot be taken back.
- **Written:** Letters, emails, SMS. It serves as a record but can be slower.

🎤 The 3Ps of Public Speaking

Nervous about speaking in front of the class? Master the 3 Ps:

- **Prepare:** Think about your topic and write down your points.
- **Practice:** Rehearse in front of a mirror or family.
- **Perform:** Take a deep breath, maintain eye contact, and speak confidently!

2.2 Non-Verbal Communication

💡 What-Why-How: Non-Verbal Communication

What It Is: Sending messages without using any words.

Why It Matters: Believe it or not, the majority of our communication is non-verbal! Your body language often says more than your actual words.

How It Works / Analogy: Giving your friend a "high-five" when they score a goal, or rolling your eyes when you're annoyed.

🕒 Type	Examples & Tips
Facial Expressions	Smiling shows happiness. Keep your face relaxed.
Posture	Sitting straight shows confidence. Slouching shows boredom.
Gestures	Waving, pointing. Avoid pointing fingers directly at people.
Touch	A firm handshake shows confidence.
Space	Maintain proper physical distance depending on how well you know the person.
Eye Contact	Look at the speaker to show interest, but break the gaze occasionally so you don't stare.
Paralanguage	The tone, speed, and volume of your voice. Speak at a moderate speed!

2.3 Visual Communication

Exchanging information using images, signs, and symbols.

- **Pros:** Easy to understand, overcomes language barriers.
- **Examples:** Traffic lights, No Smoking signs, pause/play buttons on a video.

3 Writing Skills: Parts of Speech & Sentences

3.1 Capitalisation & Punctuation

✍️ The MINTS Rule for Capitalisation

Always capitalize:

- **Months** (e.g., January)
 - **I** (The pronoun 'I' is always capital)
 - **Names** of people, places, and days (e.g., Rahul, Delhi, Monday)
 - **Titles** before names (e.g., Dr., Mr.)
 - **Starting letter** of every sentence
-
- **Full Stop (.)**: Ends a statement.
 - **Comma (,)**: Indicates a pause or separates items in a list.

- **Question Mark (?)**: Ends a question.
- **Exclamation Mark (!)**: Expresses strong emotion (Wow!).
- **Apostrophe (')**: Shows possession (Raju's book) or contractions (Don't).

3.2 The 8 Parts of Speech

Part of Speech	What it does	Examples
Noun	Names a person, place, or thing.	India, happiness, dog
Pronoun	Replaces a noun.	He, she, it, they
Verb	Action word.	Run, eat, think
Adjective	Describes a noun.	Beautiful, smart, red
Adverb	Describes a verb or adjective.	Quickly, very, always
Preposition	Shows relationships (location/time).	In, on, under, at
Conjunction	Joins words or sentences.	And, but, or, because
Interjection	Expresses strong emotion.	Wow! Ouch!

3.3 Sentence Structure

- **Subject**: The person/thing doing the action (e.g., **Sanjay** broke the glass).
- **Verb**: The action itself (e.g., Sanjay **broke** the glass).
- **Object**: The person/thing receiving the action (e.g., Sanjay broke **the glass**).

Active vs. Passive Voice:

- **Active**: Subject does the action. (*Sanjay broke the glass.*)
- **Passive**: Subject receives the action. (*The glass was broken by Sanjay.*)

Types of Sentences:

- **Declarative**: States a fact. Ends with (.)
- **Interrogative**: Asks a question. Ends with (?)
- **Exclamatory**: Shows strong emotion. Ends with (!)
- **Imperative**: Gives a command or order. Ends with (.) or (!)

4 Pronunciation, Greetings & Asking Questions

4.1 Phonetics

Phonetics is the study of sounds we make when we speak. While English has 26 letters, it uses over 40 distinct sounds!

- **Vowels**: a, e, i, o, u (producing short and long sounds like 'ee' in Sleep, or 'oo' in Boot).
- **Diphthongs**: Combination of two vowels (e.g., 'ou' in Mouth).
- **Consonants**: All non-vowel sounds (e.g., 'p' in Pen).

4.2 Greetings

- **Formal Greetings:** Used for teachers, elders, or professional settings (e.g., "Good morning, Sir.", "Hello, how are you?").
- **Informal Greetings:** Used for friends and family (e.g., "Hey!", "What's up?").

4.3 Asking Questions

💡 What-Why-How: The 5W+1H Method

What It Is: A formula to ask the right questions: Who, What, When, Where, Why, and How.

Why It Matters: If you don't ask the right questions, you'll never get complete information.

How It Works: **Who** is going? **Where** are they going? **When** are they leaving?

Close-ended vs. Open-ended Questions:

- **Close-ended:** Can be answered with a simple "Yes" or "No". Usually start with helping verbs like Do, Is, Can. (*Example: Do you like pizza?*)
- **Open-ended:** Require detailed answers. Start with 5W+1H words. (*Example: What is your favorite type of pizza?*)

5 Comprehensive Question Bank

5.1 Multiple Choice Questions

1. The word 'Communication' comes from which Latin word?

- (A) Communis (B) Communicare (C) Comma (D) Compassion

Answer: (B)

Explanation: 'Communicare' is a Latin word meaning 'to share'.

2. Which of the following is NOT a barrier to communication?

- (A) Prejudice (B) Language (C) Concrete words (D) Noise

Answer: (C)

Explanation: Concrete is one of the 7 Cs of effective communication, not a barrier.

3. Which of the 7 Cs of communication means being polite and respectful?

- (A) Clear (B) Concise (C) Courteous (D) Complete

Answer: (C)

Explanation: Being courteous involves showing respect and politeness.

4. Traffic lights are an example of which type of communication?

- (A) Verbal (B) Non-Verbal (C) Visual (D) Written

Answer: (C)

Explanation: Visual communication uses images, signs, and symbols like traffic lights.

5. What does an upright body posture generally convey?

- (A) Fear (B) Shyness (C) Confidence (D) Boredom

Answer: (C)

Explanation: Standing or sitting straight shows that you are confident and engaged.

6. Paralanguage refers to:

- (A) The words used (C) Tone, speed, and volume of voice
(B) The language spoken (D) Facial expressions

Answer: (C)

Explanation: Paralanguage deals with how something is said, not what is said.

7. According to the MINTS rule, which of these should be capitalized?

- (A) All nouns (B) Names of people (C) All verbs (D) All words in a title

Answer: (B)

Explanation: 'N' in MINTS stands for Names of people, places, and days.

8. Which part of speech describes a noun?

- (A) Verb (B) Adverb (C) Adjective (D) Pronoun

Answer: (C)

Explanation: Adjectives modify or describe nouns (e.g., 'blue' sky).

9. In the sentence "She kicked the football," what is 'the football'?

- (A) Subject (B) Verb (C) Object (D) Adjective

Answer: (C)

Explanation: The football is receiving the action of being kicked.

10. "What a pleasant surprise!" is an example of which type of sentence?

- (A) Declarative (B) Interrogative (C) Imperative (D) Exclamatory

Answer: (D)

Explanation: It expresses a strong emotion and ends with an exclamation mark.

11. Which question word is used to find the reason for something?

- (A) What (B) When (C) Why (D) Where

Answer: (C)

Explanation: 'Why' is used to ask for reasons or causes.

12. "Did you complete your project?" is an example of:

- (A) An open-ended question (C) A statement
(B) A close-ended question (D) An order

Answer: (B)

Explanation: It can be answered with a simple 'Yes' or 'No'.

13. A word used in place of a noun is called a:

- (A) Verb (B) Adjective (C) Noun (D) Pronoun

Answer: (D)

Explanation: Pronouns (he, she, it) replace nouns to avoid repetition.

14. Biting nails is a non-verbal gesture that often shows:

- (A) Confidence (B) Happiness (C) Nervousness (D) Anger

Answer: (C)

Explanation: It is a common unconscious habit triggered by anxiety or nervousness.

15. Which of the following is a formal greeting?

- (A) Hey! (C) Good morning, Sir.
(B) What's up? (D) Hi!

Answer: (C)

Explanation: "Good morning, Sir" shows respect and is used in formal situations.

5.2 Assertion-Reasoning Questions

Directions: In the following questions, a statement of Assertion (A) is followed by a statement of Reason (R). Choose the correct option:

- (A) Both A and R are true and R is the correct explanation of A.*
- (B) Both A and R are true but R is NOT the correct explanation of A.*
- (C) A is true but R is false.*
- (D) A is false but R is true.*

1. **Assertion (A):** Communication is considered complete only when the receiver provides feedback.
Reason (R): Feedback ensures that the message has been interpreted correctly by the receiver.
Answer: (A)
Explanation: Feedback is the final step in the communication cycle that confirms understanding.
2. **Assertion (A):** Written communication is always better than oral communication.
Reason (R): Written communication provides a permanent record that can be referred to later.
Answer: (D)
Explanation: Written communication is not always better (it lacks immediate feedback and tone), though the reason is a true statement.
3. **Assertion (A):** Maintaining eye contact is crucial in a face-to-face conversation.
Reason (R): Eye contact shows confidence and that you are paying attention to the speaker.
Answer: (A)
Explanation: Good eye contact is a key non-verbal cue indicating active listening and confidence.
4. **Assertion (A):** "Is the sky blue?" is an open-ended question.
Reason (R): Close-ended questions can only be answered with a 'yes' or 'no'.
Answer: (D)
Explanation: The assertion is false because "Is the sky blue?" can be answered with a 'yes', making it a close-ended question. The reason is true.
5. **Assertion (A):** Visual communication can easily overcome language barriers.
Reason (R): Signs and symbols, like a red traffic light, have universally understood meanings.
Answer: (A)
Explanation: Visuals don't rely on specific spoken languages, making them universally accessible.

5.3 One-Word / Brief Answer Questions

1. What is the process of converting an idea into words called?
Answer: Encoding.
Explanation: Encoding is translating thoughts into a communicable message.
2. What type of communication uses body language and facial expressions?
Answer: Non-verbal communication.
Explanation: It involves conveying messages without spoken words.
3. Which 'C' of communication emphasizes keeping the message short and to the point?
Answer: Concise.
Explanation: Being concise means using only necessary words.

4. Give one example of an informal greeting.
Answer: "What's up?" or "Hey!".
Explanation: Used casually with friends.
5. What does the 'S' stand for in the MINTS capitalization rule?
Answer: Starting letter.
Explanation: The first letter of every new sentence must be capitalized.
6. Identify the subject in: "The dog chased the cat."
Answer: The dog.
Explanation: The dog is the one performing the action (chasing).
7. Which part of speech connects two words or sentences?
Answer: Conjunction.
Explanation: Words like 'and', 'but', 'or' are conjunctions.
8. What is the study of sounds we make while speaking called?
Answer: Phonetics.
Explanation: It deals with the physical sounds of human speech.
9. What punctuation mark is used to show possession?
Answer: Apostrophe (').
Explanation: Used in words like "Rahul's bag".
10. Which element of communication refers to the medium through which the message is sent?
Answer: Channel.
Explanation: The channel could be a phone, email, or face-to-face speech.

5.4 Differentiate Between

Active Voice	Passive Voice
The subject of the sentence performs the action.	The subject receives the action.
It is more direct and clear.	Focuses more on the action than the doer.
<i>Example:</i> Sanjay broke the glass.	<i>Example:</i> The glass was broken by Sanjay.

Explanation: Active voice highlights 'who' did the action, while passive highlights 'what' happened.

Open-ended Questions	Close-ended Questions
Cannot be answered with a simple 'Yes' or 'No'.	Can be answered with a simple 'Yes' or 'No'.
Usually start with 5W+1H words.	Usually start with auxiliary/helping verbs.
<i>Example:</i> What did you eat today?	<i>Example:</i> Did you eat today?

Explanation: Open questions invite detail, whereas close-ended ones force a choice.

Explanation: Words versus body language; both are necessary but work differently.

Explanation: Dictated by the nature of the relationship and context.

Explanation: Adjectives color things/people; Adverbs color actions.

Verbal Communication	Non-Verbal Communication
Uses spoken or written words to convey messages.	Uses body language, expressions, and gestures.
Can lead to confusion if wrong words are used.	Often conveys the true emotions behind the words.
<i>Example:</i> Talking on the phone, writing emails.	<i>Example:</i> Smiling, nodding, handshakes.

Formal Greetings	Informal Greetings
Used with elders, teachers, or in professional settings.	Used with friends, peers, and family.
Shows respect and professionalism.	Shows closeness and a casual bond.
<i>Example:</i> "Good morning, Sir."	<i>Example:</i> "Hey, what's up?"

5.5 Short Answer Questions

1. **What is the communication cycle? Name its elements.**

Answer: The communication cycle is the process by which a message is sent and received. Its elements are Sender, Idea, Encoding, Communication Channel, Receiver, Decoding, and Feedback.

Explanation: It represents a continuous loop of sharing and confirming information.

2. **Explain the difference between 'encoding' and 'decoding'.**

Answer: Encoding is the process where the sender converts their ideas into words or symbols to form a message. Decoding is the process where the receiver interprets those words or symbols to understand the idea.

Explanation: Encoding is creating the message; decoding is understanding it.

3. **List any three barriers to effective communication.**

Answer: Three barriers are: 1) Language (using difficult vocabulary), 2) Environment (loud background noise), and 3) Prejudice (having fixed negative opinions about someone).

Explanation: These factors block the clear transmission or reception of a message.

4. **What are the 3 Ps of Public Speaking?**

Answer: The 3 Ps are Prepare, Practice, and Perform.

Explanation: Prepare your topic, practice in front of a mirror, and perform confidently in front of the audience.

5. **Why is 'feedback' essential in communication?**

Answer: Feedback is essential because it confirms to the sender that the receiver has obtained the message and understood it correctly.

Explanation: Without feedback, the sender cannot be sure if the communication was successful.

6. **What is paralanguage?**

Answer: Paralanguage refers to the non-verbal elements of speech, such as tone, volume, pitch, and

Adjective	Adverb
Describes or modifies a noun or a pronoun.	Describes or modifies a verb, adjective, or another adverb.
Answers "what kind?" or "how many?".	Answers "how?", "when?", or "where?".
<i>Example:</i> He is a fast runner.	<i>Example:</i> He runs fast .

speed of talking.

Explanation: It changes the meaning of words; for example, speaking loudly might show anger.

7. **Give one example of an active sentence and change it to passive.**

Answer: Active: "The teacher graded the exams." Passive: "The exams were graded by the teacher."

Explanation: In passive voice, the object (exams) becomes the subject of the sentence.

8. **What are diphthongs in phonetics?**

Answer: A diphthong is a combination of two vowel sounds within the same syllable, where the sound glides from one vowel to the other.

Explanation: For example, the 'ou' sound in 'house'.

9. **Explain the use of the 5W+1H method.**

Answer: The 5W+1H method (Who, What, When, Where, Why, How) is used to frame questions that gather complete and detailed information about a topic or event.

Explanation: It ensures no critical details are missed.

10. **What is a 'phrase' compared to a 'sentence'?**

Answer: A sentence is a complete thought containing a subject and a verb (e.g., "The bird flies"). A phrase is a group of words that lacks a subject, a verb, or both, and does not form a complete thought (e.g., "in the sky").

Explanation: Sentences are independent, while phrases are parts of sentences.

5.6 Long Answer Questions

1. **Describe the 7 Cs of effective communication in detail.**

Answer: The 7 Cs are principles for good communication:

- **Clear:** Be easily understandable; avoid complex words.
- **Concise:** Keep it brief; omit unnecessary details.
- **Concrete:** Be specific; use facts and figures instead of vague claims.
- **Correct:** Ensure grammatical and factual accuracy.
- **Coherent:** Ensure the message flows logically and connects to the main topic.
- **Complete:** Provide all necessary information the receiver needs.
- **Courteous:** Be polite, respectful, and friendly to build goodwill.

Explanation: Following these principles ensures that your message is not just heard, but respected and understood accurately.

2. **Discuss the various forms of non-verbal communication and their impact.**

Answer: Non-verbal communication conveys meaning without words. Key forms include:

- **Facial Expressions:** Smiles or frowns show immediate emotional state.
- **Posture:** Standing tall conveys confidence; slouching conveys disinterest.
- **Gestures:** Hand movements can emphasize points, though pointing can be rude.
- **Eye Contact:** Shows engagement and honesty; lack of it suggests shyness or deceit.
- **Paralanguage:** Tone and volume can completely alter the meaning of spoken words.

Explanation: Non-verbal cues often overpower verbal messages; if words say "I'm fine" but the tone is angry, the receiver will believe the tone.

3. **Explain the different types of barriers to communication with examples.**

Answer: Communication barriers prevent message understanding.

- **Language Barriers:** Using medical jargon with a regular patient.
- **Emotional Barriers:** Being too upset to listen to a friend's explanation.
- **Environmental Barriers:** Trying to converse at a loud concert.
- **Cultural Barriers:** Using a thumbs-up gesture, which is positive in India but offensive in parts of the Middle East.
- **Prejudice:** Ignoring a junior colleague's idea just because they are young.

Explanation: Recognizing these barriers is the first step to overcoming them and ensuring clear dialogue.

4. **Write a short note on the basic parts of speech, providing an example for each.**

Answer: The English language is built on 8 parts of speech:

- **Noun:** Names (e.g., Delhi, boy).
- **Pronoun:** Replaces nouns (e.g., He, they).
- **Verb:** Action words (e.g., Run, is).
- **Adjective:** Describes nouns (e.g., **Red** car).
- **Adverb:** Describes verbs/adjectives (e.g., Runs **quickly**).
- **Preposition:** Shows location/time (e.g., **Under** the table).
- **Conjunction:** Connecting words (e.g., salt **and** pepper).
- **Interjection:** Expresses emotion (e.g., **Wow!**).

Explanation: Understanding these components allows you to construct grammatically correct and meaningful sentences.

5. **How do open-ended and close-ended questions differ? Why are both important?**

Answer: Close-ended questions can be answered with a simple "yes" or "no" (e.g., "Are you ready?"). They are framed using helping verbs. They are important for getting quick, specific confirmations. Open-ended questions require detailed explanations and cannot be answered with a simple "yes/no" (e.g., "How did you make this project?"). They are framed using 5W+1H words. They are crucial for gathering deep information, understanding feelings, and keeping a conversation flowing.

Explanation: A good communicator uses close-ended questions to confirm facts and open-ended questions to explore ideas.

5.7 Case-Study / Competency-Based Questions

Case Study 1: Rohan is a brilliant programmer but struggles during team meetings. When his manager asks him a question, Rohan usually looks down at the floor, mumbles his answers very softly, and crosses his arms tightly. Even when his ideas are good, the team often ignores them.

1. **What type of communication is Rohan struggling with?**

Answer: Non-verbal communication (specifically posture, eye contact, and paralanguage).

Explanation: His words (verbal) are good, but his body language is failing him.

2. **Identify the specific non-verbal cues that are hurting Rohan's image.**

Answer: Looking at the floor (poor eye contact), mumbling softly (poor paralanguage/volume), and crossing arms (defensive posture).

Explanation: These cues make him look unconfident and closed off.

3. **What is the 3P method, and how can it help Rohan before a meeting?**

Answer: Prepare, Practice, Perform. Rohan can prepare his points, practice saying them aloud clearly, and perform with confidence.

Explanation: Practice will help reduce his anxiety.

4. **If you were Rohan's friend, what two pieces of advice would you give him to improve his paralanguage and posture?**

Answer: 1) Speak louder and clearly so everyone can hear. 2) Sit up straight and keep his arms uncrossed to appear more open.

Explanation: Changing these habits will instantly make him look more confident.

Case Study 2: Sara is working on a group project. She sends a text message to her teammate, Amit, saying, "Bring the stuff tomorrow." Amit gets confused. He doesn't know what "stuff" means, or what time "tomorrow" they are meeting. He brings chart paper, but Sara actually wanted him to bring the science textbook. They end up arguing.

1. **Which 'C' from the 7 Cs of communication did Sara violate?**

Answer: Concrete and Complete.

Explanation: "Stuff" is not concrete, and she didn't provide complete information about the time or specific items.

2. **Identify the sender, receiver, and channel in this communication cycle.**

Answer: Sender: Sara. Receiver: Amit. Channel: Text message (SMS/written communication).

Explanation: Sara initiated the message via text to Amit.

3. **What type of question should Amit have asked to clarify Sara's message?**

Answer: He should have asked an open-ended question using the 5W+1H method, such as "What exactly do you want me to bring, and when are we meeting?"

Explanation: This would force Sara to provide the missing details.

4. **Rewrite Sara's message so that it follows the rules of effective communication.**

Answer: "Hi Amit, please bring your science textbook to the library at 10 AM tomorrow for our project."

Explanation: This revised message is clear, concrete, and complete.