

Class-10th Communication Skills

What is Communication?

Communication is the process of sharing information, ideas, thoughts, or feelings between two or more people.

Elements of Communication

1. Sender

- The person who sends the message

2. Encoding

- Converting ideas into words, symbols, or gestures

3. Message

- The information or idea to be shared

4. Medium (Channel)

- The way the message is sent
- Example: Speaking, writing, phone

5. Receiver

- The person who receives the message

6. Decoding

- Understanding or interpreting the message
- Example: Listening and understanding

7. Feedback

- The response given by the receiver

1. What is Verbal Communication?

Verbal communication is the process of sharing information using **words**, either by **speaking or writing**.

Examples of Verbal Communication

- Talking to friends
- Classroom discussion
- Telephone conversation
- Writing a letter or email

Advantages of Verbal Communication

1. **Quick and fast** – Messages can be delivered immediately.
2. **Easy to understand** – You can explain things clearly using words.
3. **Immediate feedback** – The listener can reply instantly.
4. **Saves time** – No need to write long messages.

5. **Flexible** – You can change your message while speaking.
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Disadvantages of Verbal Communication

1. **No record** – Spoken words are not saved for future use.
2. **Misunderstanding** – Words can be misunderstood easily.
3. **Not suitable for long messages** – Difficult to remember everything.
4. **Requires attention** – If the listener is not focused, message is lost.
5. **Language barrier** – Different languages can create problems.

2. What is Non-Verbal Communication?

Non-verbal communication is the process of sharing information **without using words**. It includes **body language, facial expressions, gestures, and eye contact**.

Examples of Non-Verbal Communication

- 😊 Smiling (shows happiness)
- 🙌 Waving hand (greeting)
- 👁️ Eye contact (shows attention)
- 👍 Thumbs up (approval)
- 😠 Facial expression (shows anger)

Advantages of Non-Verbal Communication

1. **Quick expression of feelings**
 2. **Supports verbal communication**
 3. **Easy to understand emotions**
 4. **Useful when words are not needed**
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Disadvantages of Non-Verbal Communication

1. **Can be misunderstood**
 2. **No clear message always**
 3. **No permanent record**
 4. **Different meanings in different cultures**
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3. What is Visual Communication?

Visual communication is the process of sharing information **using images, symbols, charts, or graphics** instead of words.

Examples of Visual Communication

- 📊 Charts and graphs
- 🚦 Traffic signs

-  Pictures and posters
-  Videos
-  Diagrams

Advantages of Visual Communication

1. **Easy to understand**
2. **Attracts attention**
3. **Saves time**
4. **Helps in better memory (easy to remember)**

Disadvantages of Visual Communication

1. **May be expensive to create**
2. **Needs proper design skills**
3. **Can be misunderstood sometimes**
4. **Not suitable for all types of information**

4. What is Written Communication?

Written communication is the process of sharing information through **written words** such as letters, emails, messages, or reports.

Examples of Written Communication

-  Letters
-  Emails
-  Reports
-  Text messages (SMS/WhatsApp)
-  Notices

Advantages of Written Communication

1. **Permanent record** – Can be saved for future use
2. **Clear and detailed** – Information can be explained properly
3. **Useful for formal communication**
4. **Less chance of forgetting information**

Disadvantages of Written Communication

1. **Time-consuming**
2. **No immediate feedback**
3. **Requires good writing skills**
4. **Can be misunderstood if not written clearly**

What is Feedback?

- Feedback is the **response or reply** given by the receiver after receiving a message.

Types of Feedback

i. Formal and Informal Feedback

- **Formal Feedback:** Given in an official and structured way.
Example: Exams, reports, performance reviews
 - **Informal Feedback:** Given in a casual and friendly way.
Example: Teacher's comments in class, talking with friends
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ii. Descriptive and Non-Descriptive Feedback

- **Descriptive Feedback:** Gives detailed explanation for improvement.
Example: "Your answer is good, but add more points"
 - **Non-Descriptive Feedback:** Gives no details, only general response.
Example: "Good" or "Bad"
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iii. Specific and Non-Specific Feedback

- **Specific Feedback:** Clear and exact, focuses on particular points.
Example: "Improve your handwriting in question 3"
- **Non-Specific Feedback:** Vague and unclear, no exact details.
Example: "Do better"

Explain the 7 Cs of Effective Communication.

1. Clear (Clarity)

- Message should be easy to understand.
👉 **Example:** "Submit your homework today."

2. Concise (Conciseness)

- Message should be short and to the point.
👉 **Example:** "Meeting at 10 AM."

3. Concrete (Concreteness)

- Message should be specific and exact.
👉 **Example:** "The book costs ₹300."

4. Correct (Correctness)

- Use correct grammar and accurate facts.
👉 **Example:** Writing "Receive" instead of "Recieve."

5. Coherent

- Message should be logical and well-organized.
👉 **Example:** First explain the topic, then give examples.

6. Complete (Completeness)

- Give full information.
👉 **Example:** "Submit the form by Monday at 10 AM in the office."

7. Courteous (Courtesy)

- Be polite and respectful.
👉 **Example:** "Please complete your work on time."

1. Communication means:

- A) Sleeping
- B) Sharing information**
- C) Fighting
- D) Ignoring

2. The person who receives the message is called:

- A) Sender
- B) Encoder
- C) Receiver**
- D) Channel

3. Which element converts ideas into words?

- A) Encoding**
- B) Decoding
- C) Feedback
- D) Noise

4. Which is an example of oral communication?

- A) Email
- B) Letter
- C) Talking**
- D) Chart

5. Which type of communication uses gestures?

- A) Written
- B) Verbal
- C) Visual
- D) Non-verbal**

6. Which is an advantage of written communication?

- A) No record
- B) Permanent record**
- C) Confusing
- D) Slow understanding

7. Which of the following is a visual communication?

- A) Poster**
- B) Talking
- C) Listening
- D) Writing

8. Which is a disadvantage of non-verbal communication?

- A) Clear
- B) Quick
- C) Misunderstood**
- D) Permanent

9. Eye contact indicates:

- A) Confidence**
- B) Sleep
- C) Hunger
- D) Silence

10. Feedback is:

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|--------------------|------------|
| A) Noise | B) Channel |
| C) Response | D) Message |

11. Which type of feedback is appreciation?

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| A) Negative | B) Positive |
| C) Formal | D) Informal |

12. Formal feedback is:

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|--------------------|-------------|
| A) Casual | B) Friendly |
| C) Official | D) Personal |

13. Good feedback should be:

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| A) Rude | B) Late |
| C) Clear | D) Confusing |

14. Effective communication means:

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| A) Long message | B) Fast speaking |
| C) Clear understanding | D) Loud voice |

15. Which is NOT part of 7 Cs?

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|---------------------|-------------|
| A) Clear | B) Correct |
| C) Confusing | D) Complete |

16. Concise means:

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|-----------------|-----------|
| A) Short | B) Long |
| C) Wrong | D) Polite |

17. Which principle means polite behavior?

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|-------------|---------------------|
| A) Clear | B) Courteous |
| C) Concrete | D) Correct |