

Class-9th 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

What is Effective Communication?

Effective communication is the process of sharing information in such a way that the message is clearly understood by the receiver.

5 Cs of Communication

1. Clear (Clarity): The message should be easy to understand

👉 *Example:* "Submit the homework today"

2. Concise (Conciseness): Use fewer words and avoid unnecessary details

👉 *Example:* "Meet me at 5 PM" (not long sentences)

3. Concrete (Concreteness): Be specific and give exact information

👉 *Example:* "The book costs ₹300" (not "cheap")

4. Correct (Correctness): Use correct grammar, spelling, and facts

👉 *Example:* Write "Receive" not "Recieve"

5. Complete (Completeness): Give full information so the receiver understands fully

👉 *Example:* “Submit the form by Monday at 10 AM in the office”

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.

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**
-

Disadvantages of Non-Verbal Communication

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

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

1. What is communication?

- | | |
|------------------|-------------------------------|
| A. Playing games | B. Sharing information |
| C. Sleeping | D. Writing only |

2. What is message?

- | | |
|------------------------------|-------------|
| A. Noise | B. Feedback |
| C. Information shared | D. Medium |

3. Who is the sender in communication?

- | | |
|-----------------------------|----------------------------------|
| A. Person receiving message | B. Person sending message |
| C. Medium | D. Noise |

4. What is feedback?

- | | |
|-------------------------------|----------------------|
| A. Sending message | B. Receiving message |
| C. Response to message | D. Noise |

5. Which of the following is verbal communication?

- | | |
|----------------------|----------------|
| A. Facial expression | B. Gesture |
| C. Speaking | D. Eye contact |

6. Which is written communication?

- | | |
|-------------|-----------------|
| A. Talking | B. Listening |
| C. Gestures | D. Email |

7. What is encoding?

- | | |
|--------------------------|---|
| A. Understanding message | B. Converting ideas into message |
| C. Receiving message | D. Ignoring message |

8. Which is a factor affecting communication?

- | | |
|------------------|------------------|
| A. Clarity | B. Good language |
| C. Proper medium | D. Noise |

9. What is decoding?

- | | |
|---------------------------------|---------------------|
| A. Sending message | B. Writing message |
| C. Understanding message | D. Speaking message |

10. Which is NOT communication?

- | | |
|--------------------|--------------|
| A. Speaking | B. Writing |
| C. Sleeping | D. Listening |

11. Which is NOT a type of communication?

- | | |
|-----------|-------------------|
| A. Verbal | B. Non-verbal |
| C. Visual | D. Dancing |

12. Which helps effective communication?

- | | |
|-------------------------|--------------|
| A. Clear message | B. Noise |
| C. Distraction | D. Confusion |

13. Communication helps in:

- | | |
|-------------------------|--------------|
| A. Understanding | B. Ignoring |
| C. Fighting | D. Isolation |