

CLASS IX

PART A EMPLOYABILITY SKILLS

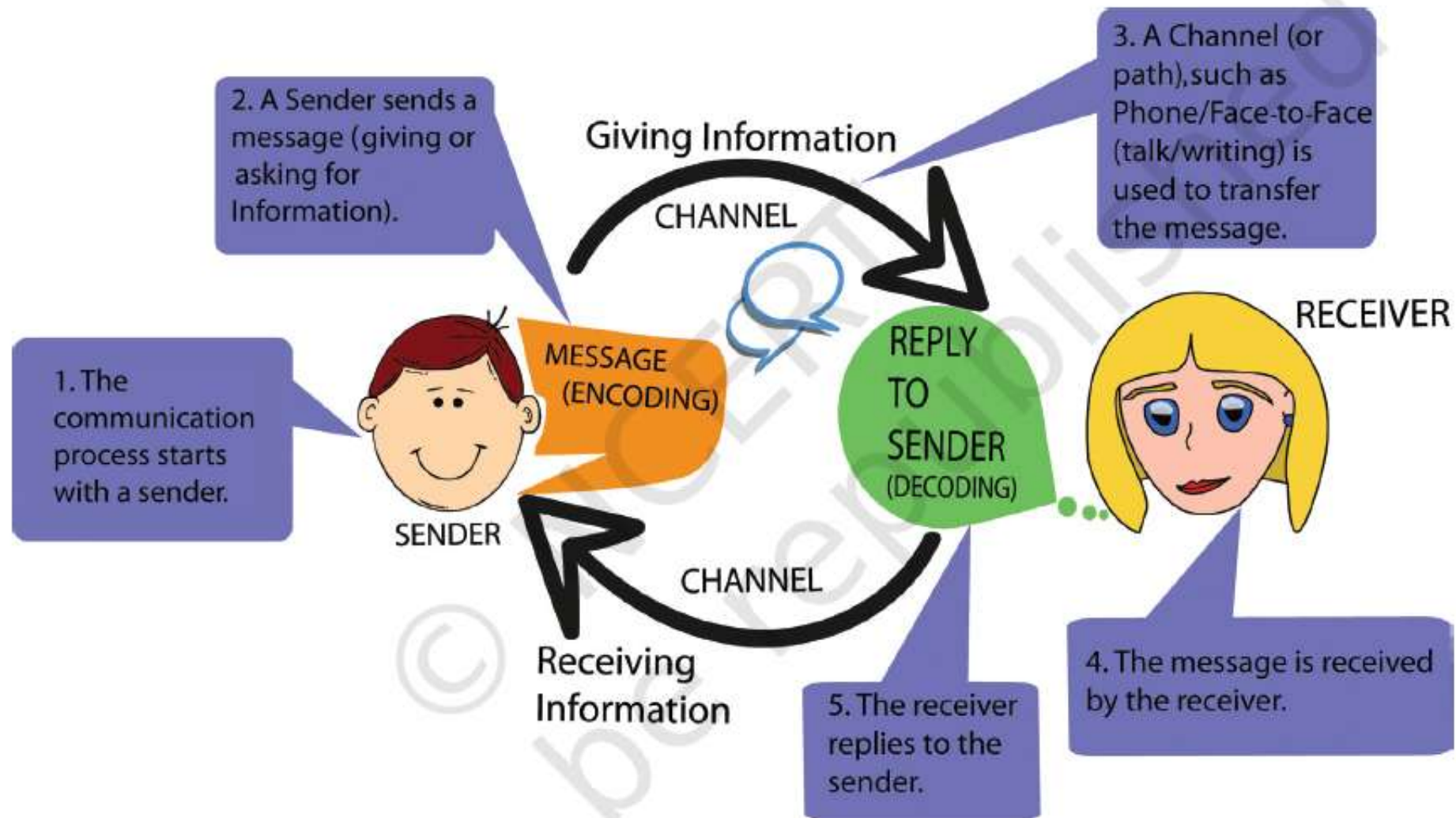
1. Communication Skills

1. What is Communication?

- Information by signs and signals speaking, writing or using some other medium and means is called communication.

2. Communication Cycle (Process)

- Communication Cycle is the process by which a message is sent by one individual and it passes through a chain of recipients. The timings and effectiveness of a communication cycle is based on how long it takes for feedback to be received by the initial sender
- **Sender:** the person or entity originating the communication
- **Message:** the information that the sender wishes to convey
- **Encoding:** how the sender chooses to bring the message into a form appropriate for sending
- **Channel:** the means by which the message is sent
- **Receiver:** the person or entity to whom the message is sent
- **Decoding:** how the receiver interprets and understands the message
- **Feedback:** the receiver's response to the message



Communication skills are needed to:

Inform: You may be required to give facts or information to someone. For example, communicating the timetable of an exam to a friend.

Influence: You may be required to influence or change someone in an indirect but usually important way. For example, negotiating with a shopkeeper to reduce the price or helping a friend to overcome stress due to exam or any other reason.

Express feelings: Talking about your feelings is a healthy way to express them. For example, sharing your excitement about doing well in your exams or sharing your feelings with your parents and friends.

Perspectives in Communication

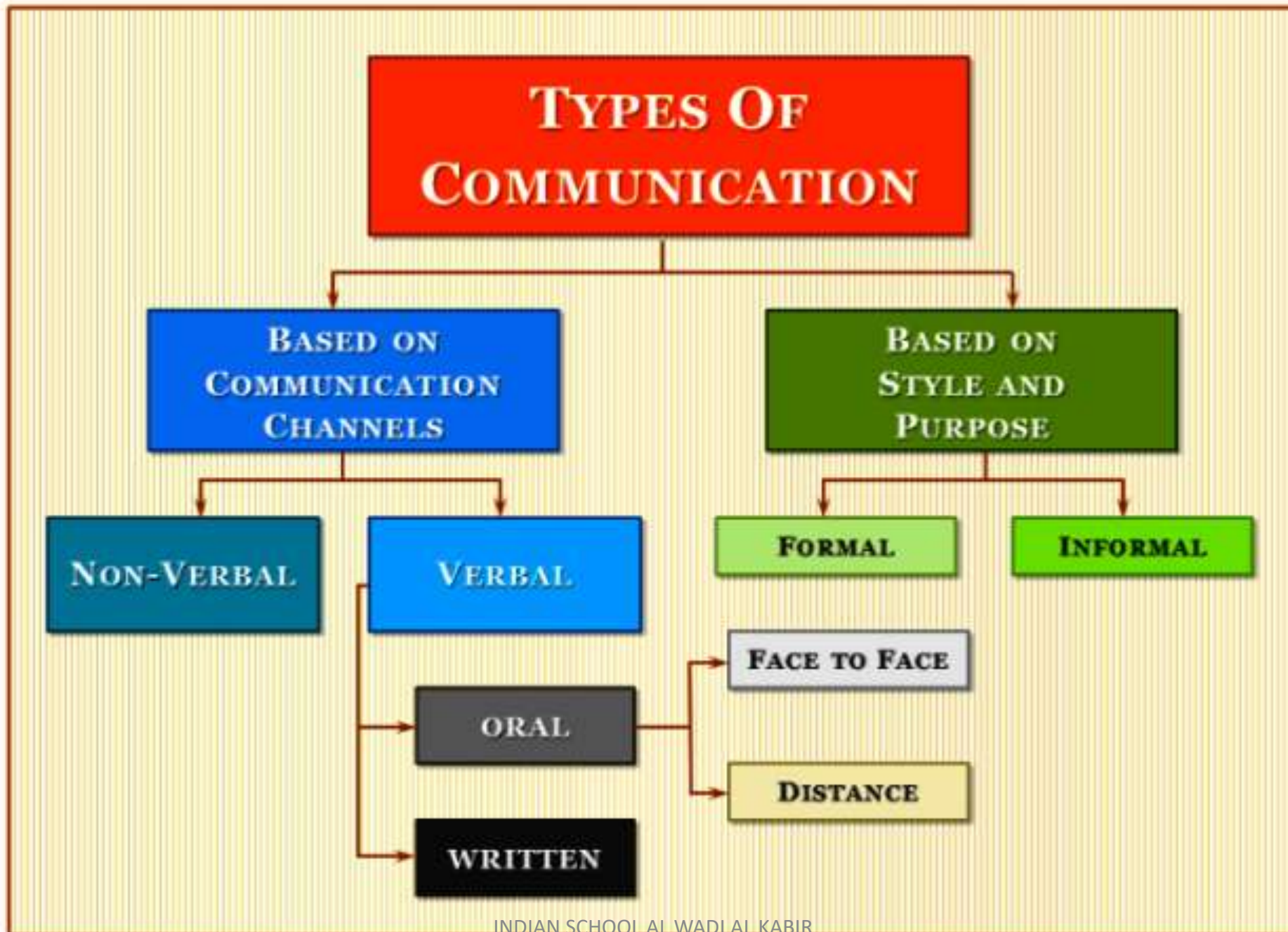
Perspective focuses on the way in which our shared meanings and practices are constituted through language and symbol, the construction of messages, and their dissemination through media, organizations, and society. Factors affecting perspectives in communication

1. **Visual perception:** Visual perception is the ability to see and interpret (analyze and give meaning to) the visual information that surrounds us.
2. **Language** -The different perspectives we experience can be with language as well.
3. **Past Experiences**
4. **Prejudices** :Prejudices occur when we take an isolated experience with one 'type' of person and then act as if all encounters in the future with people of the same 'type' or with the same characteristics will result in the same experience
5. **Feelings** : There are actually two ways in which your feelings can influence your communication with another person. The first simply refers to the way that you feel on a given day; if you feel well, you'll communicate in one way and if you feel ill you'll communicate in another way. The second aspect related to feelings refers to how you feel about a specific person
6. **Environment** : The last area of influence on communication is your environment. All of us communicate differently in different environments.. Do you speak to our teachers the same way that you do to your friends? Do you talk to strangers with more or less formality than people you know well?

7Cs of Effective Communication

- Effective communication can happen if we follow the basic principles of professional communication skills. These can be abbreviated as 7 Cs, i.e., Clear, Concise, Concrete, Correct, Coherent, Complete and Courteous.

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



Communication styles

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

Verbal

- Verbal communication is the use of language to transfer information through speaking or sign language.
- It is one of the most common types, often used during presentations, video conferences and phone calls, meetings and one-on-one conversations.
- Verbal communication is important because it is efficient. It can be helpful to support verbal communication with both non-verbal and written communication.

2. Non-verbal

- Nonverbal communication is the use of body language, gestures and facial expressions to convey information to others. It can be used both intentionally and unintentionally.
- Non-verbal communication is helpful when trying to understand others' thoughts and feelings.

3. Visual- Visual communication is the act of using photographs, videos, art, drawings, sketches, charts and graphs to convey information. Visuals are often used as an aid during presentations to provide helpful context alongside written and/or verbal communication. Since people have different learning styles, visual communication might be more helpful for some to consume ideas and information..

4 . Written

- Written communication is the act of writing, typing or printing symbols like letters and numbers to convey information. It is helpful because it provides a record of information for reference. Writing is commonly used to share information through books, pamphlets, blogs, letters, memos and more. Emails and chats are a common form of written communication in the workplace.

Advantages of Verbal (oral) Communication Skill:

- 1. It saves time:** The verbal form of communication gives you this facility to quickly send intended message thus saving you time.
- 2. It saves you money:** No requirement of paper or designing a flyer etc
- 3. Feedback quickness:**
 - The distinct advantage of verbal communication is in the fact that the receiver can ask and clarifies his doubt on the spot without any delay. The sender can get quick feedback as to whether his intended message is received in its intended form or not and can clarify the receiver, in the case of any doubt.
- 4. Most convenient method:** Verbal communication is the most widely adopted means of communication globally. People prefer more of verbal communication due to the convenience factor. While communicating verbally, you are more likely to convey matter simply in plain understandable language which is widely preferred
- 5. Ease of preparation:** Oral communication is the easiest way of communication as it does not require preparation of any material.

Disadvantages of Verbal(oral) Communication:

- 1. Chances of distortion of meaning:** Due to the presence of various barriers in effective communication, it happens that the intended meaning of the message changes for the intended person which causes a lot of problems in the future.
- 2. Not convenient for long messages:** It is not at all convenient to convey long messages orally as it may happen that by the time message is completed, the receiver may forget the previously spoken important points leading to a chance of ineffective communication.
- 3. Irrelevant information:** While having an important discussion, a lot of irrelevant information can creep in during a conversation leading to a waste of time and gap in the relevant information. This leads to unnecessary time waste and sometimes omitting or forgetting to converse on what is really important. Therefore it is always necessary to keep your communication process clear of any unwanted discussion that may lead to wastage of your precious time and energy.
- 4. Create a misunderstanding:** Usually, when two individuals are having deep conversations, they can have some misunderstandings during the time. Sometimes subtle hints given or some words spoken with some intention get misinterpreted and a whole new different meaning comes out of it. Thus it becomes crucial to know that what you have has a crystal clear meaning with no indirect hints that could make a conversation difficult.
- 5. Communication cost:** Sometimes verbal communication can be really expensive if you need to communicate in a language that you are not familiar with. You will need another person to play the part of translator for you. With advanced technology of hologram, translator may not be required but surely big cost is involved.

Public Speaking

- Speaking in front of a large group makes most people nervous. You can use the 3Ps (Prepare, Practice, Perform) method to get over your fears, and become a confident and effective speaker.

TABLE 10.1: 3Ps of Public Speaking

3Ps of Public Speaking	
Prepare	Think about your topic Think about what your listeners need to know about the topic Think about the best way to make your listeners understand your topic Write what you plan to say
Practice	Practice by yourself first, talk in front of a mirror Talk in front of your family and friends and ask them what they think Speak clearly, loudly and at the right speed (not very fast nor very slow)
Perform	Take a few deep breaths if you are feeling nervous Think about what you have prepared and start speaking confidently

Non Verbal communication

- **Body language** is an aspect of non -verbal communication where physical behaviour is used (as opposed to or in addition to words) to convey information. It's important that our body language synergizes with our words.

Body language includes:

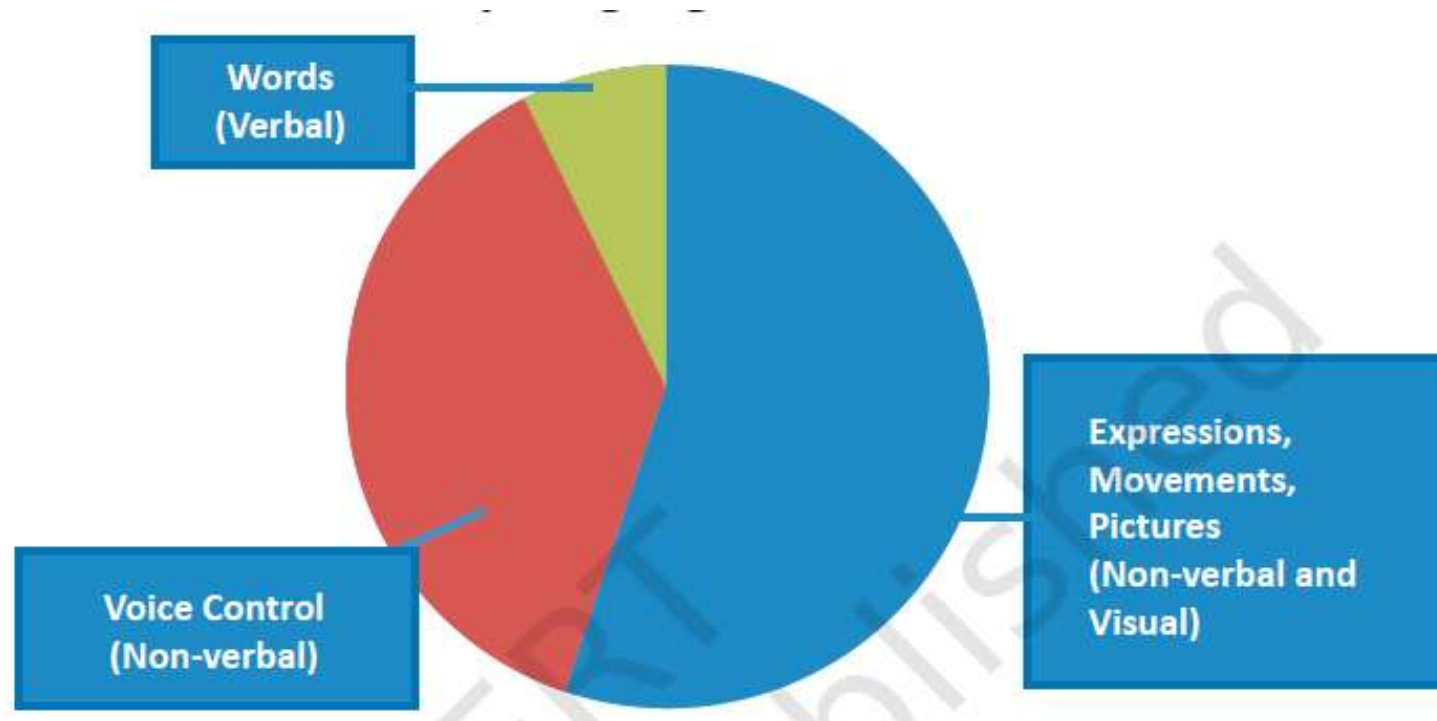
- Facial expressions
- Posture
- Gestures
- touch
- The use of space
- Eye contact
- It's also known as “**kinesics**”.
- Paralanguage



Importance of Non –Verbal Communication

In our day-to-day communication, it is observed that most of the communication is done using body movements (face, arms, movements, etc.) and voice control (voice, tone, pauses, etc.).

As we can see in Figure, maximum communication is non-verbal. We communicate using words, tone of voice and body language.



IMPORTANCE OF NON VERBAL COMMUNICATION

- Non-verbal communication makes our message stronger. Using the right gestures while speaking makes our message more effective. Knowing non-verbal communication helps us understand our audience's reaction and adjust our behaviour or communication accordingly.
- Using the right gestures and postures helps us to be professional at work. If verbal messages are blocked by noise or distance, etc., we can use hand movements to exchange our message. Placing a finger on the lips to indicate the need for silence and nodding the head up and saying 'yes'.

Visual communication

- Visual communication involves sending and understanding messages only through images or pictures.
- The main advantage of this type of communication is that you do not need to know any particular language for understanding it. It is simple, easy to understand and remains same across different places. Table shows some common types of visual communication.

Visual Communication: Exchanging Information through Images

Traffic symbol which communicates not to blow horn



Traffic Lights—Red for Stop; Yellow for Wait and Green for Go



Sign for ladies and gents toilet



Sign showing railway crossing



Sign for flammable substances



Sign for slippery surface



Sign used to pause a video or audio file in smartphone or computer



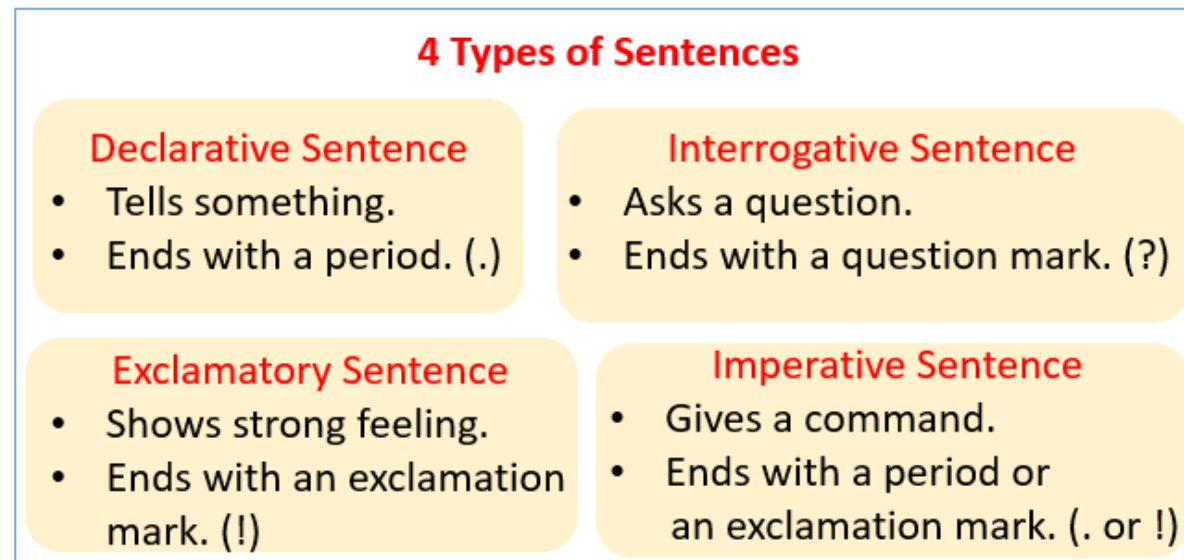
Sign which communicates that the area is a no smoking zone



Basic Writing Skills

Writing is a form of communication that allows students to put their feelings and ideas on paper, to organize their knowledge and beliefs into convincing arguments, and to convey meaning through well-constructed text.

- **Kinds of sentences :(according to their purpose)**
- **Sentence:** A set of words that is complete in itself, typically containing a subject and predicate, conveying a statement, question, exclamation, or command, and consisting of a main clause and sometimes one or more subordinate clauses.



Using Capitals: A sentence is a group of words that communicates a complete thought (Example: Raju goes to school). A group of words, which does not make complete sense, is known as a phrase (Example: Raju goes). A sentence always begins with a capital letter, and it always ends with a question mark, full stop or exclamation mark.

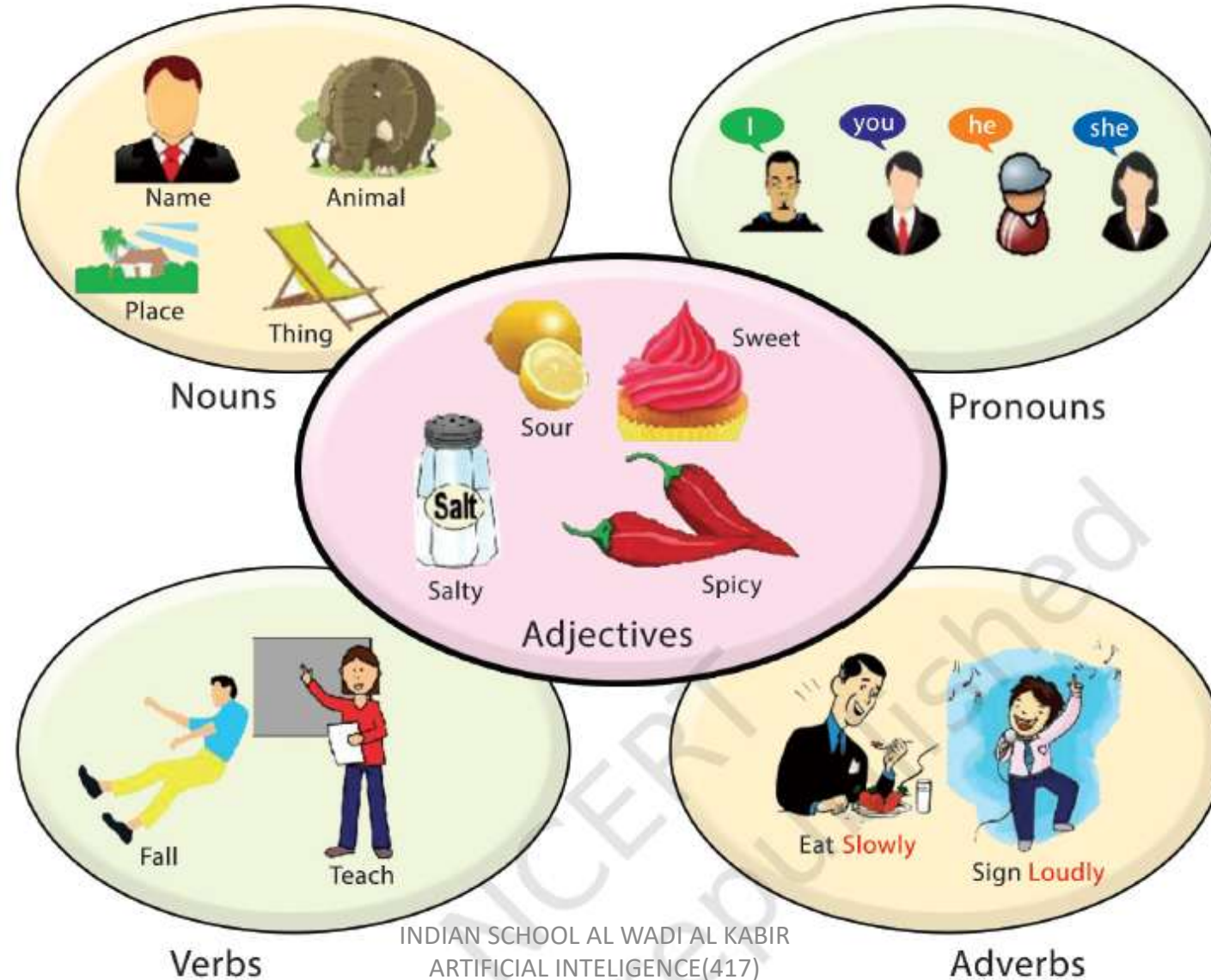
Alphabet	M	I	N	T	S
What it shows:	Months	The letter	Names	Titles	Starting letter of sentences
Rule	Capitalise the first letter in all the names of months.	Capitalise the letter 'I' when it is used to begin a word.	Capitalise the first letter in the names of people, places and days.	Capitalise the first letter in the titles used before people's name.	Capitalise the first letter in every sentence.

Punctuation

It is a set of marks, such as the full stop and the comma, which help us separate parts of a sentence and explain its meaning. Full stop, comma, Exclamation mark, Question marks, Apostrophe.

Punctuation name	Sign	Use	Examples
Full stop	.	Shows the end of a sentence. Also used to show short form of long words. For example, 'doctor' can be shortened to 'Dr' when we use it as a title before a name.	This is a sentence. This is another sentence. Sanjay is a doctor. His patients call him Dr Sanjay.
Comma	,	Sometimes, we use a comma to indicate a pause in the sentence.	After the waiter gave me a menu, I ordered food.
		We can also use a comma to separate items when we are listing out more than two items in a row.	I bought apples, oranges and grapes.
Question mark	?	We use a question mark at the end of a question.	What is your name? How old are you?
Exclamation mark	!	We use an exclamation mark at the end of a word or a sentence to indicate a strong feeling, such as surprise, shock or anger.	What a pleasant surprise! You are late!
Apostrophe	(')	We use an apostrophe followed by an s to show that something belongs to someone.	That is Divya's pen. Are these Abdul's books?
		We also use an apostrophe to indicate the shortened form of some words in informal speech.	Let's go. (Instead of Let us go.) He isn't here. (Instead of He is not here.)

- **Basic parts of speech:** There are eight basic parts of speech in the English language. These are noun, pronoun, verb, adjective, adverb, preposition, conjunction and interjection. The part of speech indicates how the word functions in meaning as well as grammatically.

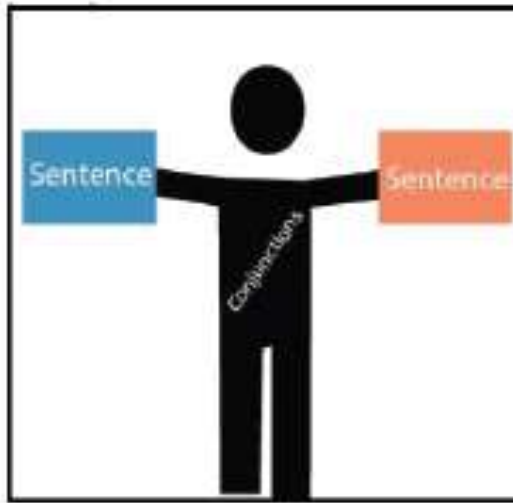


- A noun is a word for a person, place, thing, or idea. Nouns are often used with an article (*the, a, an*), but not always.
- A pronoun is a word used in place of a noun.
- A verb expresses action or being.
- An adjective modifies or describes a noun or pronoun.
- An adverb modifies or describes a verb, an adjective, or another adverb.
- A preposition is a word placed before a noun or pronoun to form a phrase modifying another word in the sentence.
- A conjunction joins words, phrases, or clauses.
- An interjection is a word used to express emotion. You should be able to use these parts of the speech in making sentences.

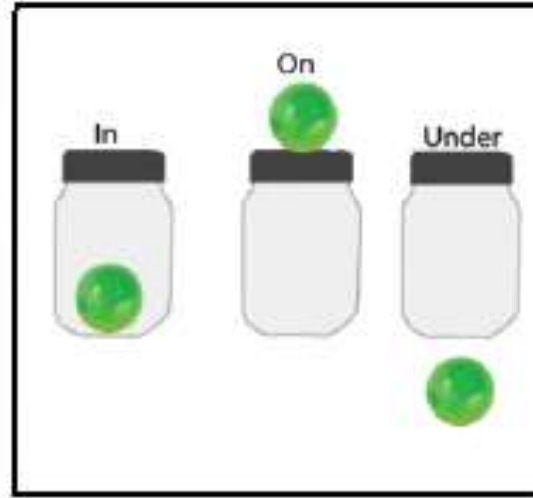
Supporting Parts of speech types



Articles



Conjunctions



Prepositions



Interjections

- Active and passive sentences: Sentences where the subject does an action are known to be in the **Active** voice.
- Sentences in which the subject receives an action are known to be in the **Passive** voice.

Active Voice	Passive Voice
She wrote a letter.	A letter was written by her.
He opened the door.	The door was opened by him.
Mohan played the flute.	The flute was played by Mohan.

- **2. Parts of a sentence:** Almost all English sentences have a subject and a verb. Some also have an object. A **subject** is the person or thing that does an action. A **verb** describes the action. **Object** is the person or thing that receives the action. For example, “Divya reads a book”.

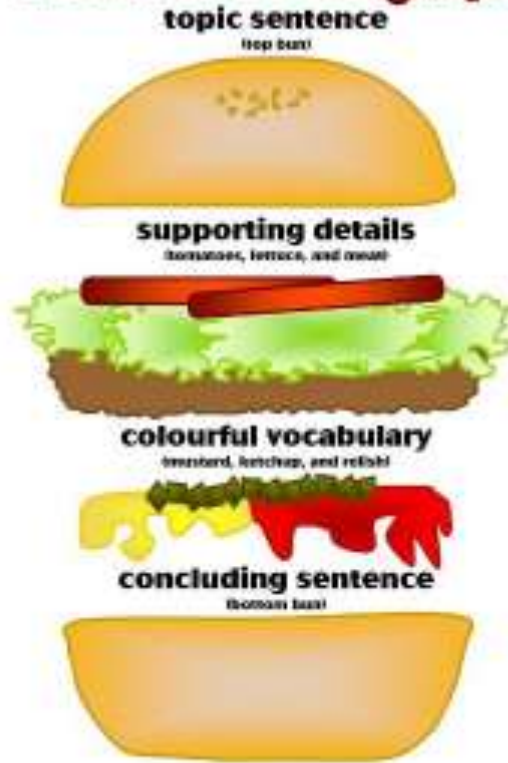
Sentence	Subject	Verb	Object
I ate an apple.	I	ate	an apple.
He cooked dinner.	He	cooked	dinner.
She kicked the football.	She	kicked	the football.
Dia and Sanjay broke the bottle.	Dia and Sanjay	broke	the bottle.

4. Paragraphs

- A group of sentences forms a paragraph. While writing a paragraph, make sure the sentences have a common idea.
- When you want to write about a different idea, make a new paragraph. For example, if you are writing about your school, the first paragraph can be of sentences about the name, location, size and other such details. In the next paragraph you can use sentences to describe what you like about your school.

Burger Chart

Parts of a Paragraph



Directions: Write your topic at the top. Follow it with three supporting details and a concluding sentence

Name _____
Date _____

The Hamburger Paragraph

Introduction

Body

Conclusion