



AECC I : Communicative English

BAJMC **SEMESTER - 1**

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Unit 1 : Basics of Technical Communication



- * Process of Communication
- * Language as a tool of communication
- * Communication Networks
- * Barriers to Communication
- * Technology in Communication



- *Definition of communication
- *Elements of the communication process
- *Cross-cultural communication
- *Describe effective and active listening
- *Identify deterrents to effective listening
- *Identify methods of enhancing listening
- *Define feedback
- *Describe the reasons for giving feedback
- *Describe guidelines for giving feedback
- *Describe the guidelines for receiving feedback



Communication : Process by which information is exchanged between individuals through a common system of symbols, signs or behavior.

Elements of the Communication Process:

Sender

Encode

Message

Receiver

Decode

Feedback



Styles of Communication:

Friendly, Sociable

Directive, Persuasive, Demanding, Blaming

Speculative, Intuitive, Searching, Exploring, or
Intellectual

Disclosing, Revealing, Explicit, Responsive, Accepting,
and Aware



Cross-Cultural Communication :

Social Courtesies

Flow of Information

Culture

Assertiveness

Honesty



Effective / Active Listening:

Effective Listening

Word meaning

Active Listening

Content / Feeling



Deterrents to Effective / Active Listening:

Assuming in advance
Mentally criticizing
Listening only to the facts
Outlining everything
Permitting the speaker to be inaudible
Avoid technical messages
Over-reacting
Withdrawing attention



Elements to Effective/Active Listening:

Content: Subject being addressed

Feelings: Emotion displayed when discussing the subject.

Process: The manner the speaker delivers the subject matter

Clarification: Questions asked to seek understanding



Active Listening Skills :

Check attitude and atmosphere

Keep the channel open and avoid short circuits

Listening requires response from listener

Keep the door open



Methods for Improving Listening Skills:

Try to understand the intent and listen for main points.

Listen now, clarify later.

Concentrate on the message, not the person.

Analyze your reactions as you listen.



Methods to Test Understanding :

Parroting

Paraphrasing

Clarifying



Effective Feedback : Verbal or nonverbal communication to a person or group providing information as to how their behavior is affecting or influencing you.

Reasons for Giving & Receiving Feedback : Personal growth

Find out about self

Gain insight

Open environment



Guidelines for giving Feedback :

Specific rather than general

Focused on behavior

Takes into account the needs of the receiver

Solicited

Sharing of information rather than advice

Well timed

Involves the amount of information receiver can use

Checked for clear communication

Evaluate not Judge



Unit 2 : Oral Communication



- * Active Listening
- * Effective Presentation Strategies
- * Interviews
- * Group Communication



Unit 3 : Effective Writing **Communication**



- * Words and Phrases
- * Sentence Construction
- * Paragraph Development
- * The Art of Condensation
- * Reading Comprehension



Unit 4 : Written Forms of **Communication**



***Letters, Mails, Memos**

*** Reports and Proposals**

*** Research Papers, Dissertation and Thesis**

THANK YOU