

# Shri Govind Guru University

B.A.SEMESTER : 3

SUB : Soft-Skill

Communication Skill

## **UNIT - 1 : Basics of Communication**

- What is communication? Definitions of Communication, Process of Communication, Kinesics, Paralinguistic, Proxemics, Chronemics

## **UNIT - 2 : Types/Categories of Communication**

- Verbal Communication, Non-Verbal Communication, Written Communication, Visual Communication, Inter personal Communication, Business Communication, Political Communication, Family Communication

## **UNIT - 3 : Barriers to effective Communication**

- Physical Barriers, System Design, Attitudinal Barriers, ambiguity of words/phrases, individual linguistic ability, physiological Barriers, Fear of being criticized gender Barriers, Cultural aspects, Measures to overcome Communication Barriers

## **UNIT - 4 : Four Skills of Communication**

- Listening, Speaking, Reading, Writing Types of these skills, various techniques to master these skills

## **UNIT - 5 : The MCQ type questions can be asked from the above four units**

REFERENCES BOOKS :

1. Human Resource Development  
- P.C. Tripathi - Jain Book depo

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