

New Syllabus as per NEP-2020 for 4 years Major and  
3 years MDC Programme of University of Calcutta

# COMMUNICATION SKILL

University of Calcutta • 1st Semester

4 Years BA Major—Education EDC/H/SEC/1/1 (1st Sem)  
3 Years BA MDC—Education EDC/MD/SEC (1st/2nd/3rd Sem)

## Dr. Pragyan Mohanty

MA (Education), MEd, MPhil (Education), PhD (Education)  
Principal, Seth Soorajmull Jalan Girls' College, Kolkata

## Pranay Pandey

MSc (Computer Science), MA (Education), BEd (Gold Medalist)  
MEd (Gold Medalist), PGDGC, MPhil (Education) (Gold Medalist)  
Diploma in Inclusive Education, PhD (Education) (Pursuing)  
Assistant Professor, School of Education, Adamas University



*Rita Publication*

*(Publisher and Book-seller)*

25B, Beniatola Lane; Kolkata-700 009

Website: [www.ritapublication.com](http://www.ritapublication.com)

# Syllabus

University of Calcutta

4 Years BA Major—Education EDC/H/SEC/1/1 (1st Sem)  
3 Years BA MDC—Education EDC/MD/SEC (1st/2nd/3rd Sem)

## COMMUNICATION SKILL

### Unit-1: *Introduction to Communication*

- Meaning, Nature and Types of Communication.
- Principles of Communication.
- Process of Communication: Sender, Encoding, Recipient, Decoding and Feedback.
- Barriers of effective Communication.

### Unit-2: *Listening Skills*

- Principles of Listening Skills.
- Types of Listeners.
- Barriers to Listening.

### Unit-3: *Speaking Skills*

- Verbal and Non-verbal Communication.
- Public Speaking: Extempore.
- Group Discussion.

# Contents

## 1. Introduction to Communication ... 1-96

### 1.1. Meaning, Nature and Types of Communication 1

- 1.1.1. Meaning of Communication 1
- 1.1.2. Definition of Communication 3
- 1.1.3. Purposes of Communication 5
- 1.1.4. Nature of Communication 6
- 1.1.5. Characteristics of Communication 7
- 1.1.6. Functions of Communication 9
- 1.1.7. Components of Communication 11
- 1.1.8. Types of Communication 14
  - 1.1.8.1. Communication according to Organizational Structure 14
  - 1.1.8.2. Communication according to Direction 19
  - 1.1.8.3. Communication according to Way of Expression 24
- 1.1.9. Importance of Communication 27

### 1.2. Principles of Communication 29

### 1.3. Process of Communication 32

- 1.3.1. Role of Feedback in Communication 35

### 1.4. Barriers of Effective Communication 36

- 1.4.1. Ways to Overcome Barriers of Communication 39
  - 1.4.1.1. Use Clear and Concise Language 39
  - 1.4.1.2. Active Listening 40
  - 1.4.1.3. Adapt to Different Communication Styles 40
  - 1.4.1.4. Seek Feedback 41
  - 1.4.1.5. Choose the Right Medium 42
  - 1.4.1.6. Be Aware of Non-Verbal Communication 42
  - 1.4.1.7. Use Visual Aids 43
  - 1.4.1.8. Use Paraphrasing and Summarizing 43
  - 1.4.1.9. Develop Cultural Awareness 44
  - 1.4.1.10. Use Examples and Stories 44

### 1.5. Model of Communication 45

- 1.5.1. Concept of Model of Communication 45
- 1.5.2. Objectives of Model of Communication 46
- 1.5.3. Functions of Model of Communication 46
- 1.5.4. Classification of Model of Communication 48
- 1.5.5. Various Types of Model of Communication 49

## **1.6. Classroom Communication 59**

- 1.6.1. Meaning of Classroom Communication 59
- 1.6.2. Components of Classroom Communication 61
- 1.6.3. Types of Classroom Communication 62
- 1.6.4. Barriers of Classroom Communication 64
- 1.6.5. Effective Classroom Communication 68
- 1.6.6. Role of Communication in making  
Classroom Teaching Effective 69

## **1.7. Observation of Teacher's Classroom Behaviour: Flanders' Interaction Analysis Technique 71**

- 1.7.1. Interaction Analysis System 71
- 1.7.2. Characteristics of Flanders' Interaction Analysis 75
- 1.7.3. Flanders' Basic Assumptions 75
- 1.7.4. Rules for Observation/Rules for Recording or Decoding 76
- 1.7.5. Constructing Interaction Matrix 76
- 1.7.6. Interpretation of the Matrix 78
- 1.7.7. Advantages of Flanders' Interaction Analysis System (FIAS) 78
- 1.7.8. Disadvantages of Flanders' Interaction Analysis System 78

### **● EXERCISE 79**

## **2. Learning Skills**

...

**97-135**

### **2.1. Concept of Listening 97**

- 2.1.1. Meaning and Definition of Listening 97
- 2.1.2. Objectives of Listening 99
- 2.1.3. Characteristics of Listening 100
- 2.1.4. Types of Listening 101
- 2.1.5. Stages of Listening 105
- 2.1.6. Process of Listening 105
- 2.1.7. Importance of Listening 107
- 2.1.8. Requirements of Effective Listening 108
- 2.1.9. Differences between Hearing and Listening 109

### **2.2. Concept of Listening Skills 109**

- 2.2.1. Meaning and Definition of Listening Skills 109
- 2.2.2. Objectives of Listening Skills 111
- 2.2.3. Characteristics of Listening Skills 112
- 2.2.4. Listening Techniques 114
- 2.2.5. Importance of Developing Listening Skills 115

2.2.6. Teacher's Role in Practicing Listening Skills  
in the Classroom 116

**2.3. Principles of Listening Skills 118**

**2.4. Types of Listeners 119**

**2.5. Barriers to Listening 121**

**2.6. Sign of Good Listening Skills 123**

**2.7. Ways to Make Students Interested in Listening 124**

● **EXERCISE 126**

**3. Speaking Skills ... 136-208**

**3.1. Concept of Speaking 136**

3.1.1. Meaning and Definition of Speaking 136

3.1.2. Objectives of Speaking 137

3.1.3. Characteristics of Speaking 138

3.1.4. Principles of Speaking 140

3.1.5. Importance of Speaking 141

**3.2. Concept of Speaking Skills 143**

3.2.1. Meaning and Definition of Speaking Skills 143

3.2.2. Objectives of Speaking Skills 144

3.2.3. Characteristics of Speaking Skills 145

3.2.4. Types of Speaking Skills 146

3.2.5. Elements of Speaking Skills 147

3.2.6. Importance of developing Speaking Skills 149

3.2.7. Barriers of Speaking Skills 150

3.2.8. Ways to overcome the Barriers of Speaking Skills 152

**3.3. Verbal and Non-verbal Communication 153**

3.3.1. Verbal Communication 153

3.3.1.1. Meaning of Verbal Communication 153

3.3.1.2. Definition of Verbal Communication 154

3.3.1.3. Characteristics of Verbal Communication 154

3.3.1.4. Examples of Verbal Communication 155

3.3.1.5. Types of Verbal Communication 155

3.3.1.6. Factor affecting Verbal Communication 156

3.3.1.7. Importance of Verbal Communication 158

- 3.3.1.8. Ways to Improve Verbal Communication Skills 158
  - 3.3.2. Non-verbal Communication 159
    - 3.3.2.1. Meaning of Non-verbal Communication 159
    - 3.3.2.2. Definition of Non-verbal Communication 160
    - 3.3.2.3. Characteristics of Non-verbal Communication 160
    - 3.3.2.4. Examples of Non-verbal Communication 161
    - 3.3.2.5. Types of Non-verbal Communication 162
    - 3.3.2.6. Factor affecting Non-verbal Communication 163
    - 3.3.2.7. Importance of Non-verbal Communication 165
    - 3.3.2.8. Ways to improve Non-Verbal Communication Skills 166
  - 3.3.3. Differences between Verbal and Non-verbal Communication 167

### **3.4. Public Speaking 169**

- 3.4.1. Concept of Public Speaking 169
- 3.4.2. Characteristics of Public Speaking 170
- 3.4.3. Types of Public Speaking 171
- 3.4.4. Advantages of Public Speaking 172
- 3.4.5. Importance of Public Speaking 173
- 3.4.6. Ways to improve Public Speaking Skills 175

### **3.5. Extempore 176**

- 3.5.1. Concept of Extempore 176
- 3.5.2. Characteristics of Extempore 177
- 3.5.3. Advantages of Extempore 178
- 3.5.4. Disadvantages of Extempore 179

### **3.6. Group Discussion 181**

- 3.6.1. Meaning of Group Discussion 181
- 3.6.2. Definition of Group Discussion 181
- 3.6.3. Characteristics of Group Discussion 182
- 3.6.4. Key Elements of Group Discussion 184
- 3.6.5. Types of Group Discussion 185
- 3.6.6. Roles in Group Discussion 186
- 3.6.7. Advantages of Group Discussion 187
- 3.6.8. Disadvantages of Group Discussion 188

#### **● EXERCISE 189**