

Definition and Meaning of Communication

Communication is a vital process in both personal and professional life. It is how we share ideas, thoughts, feelings, and information with others. At its core, it means "to share," and it can take many forms. Understanding what communication is and how it works is essential for building strong relationships and achieving success in any field.

What is Communication?

In simple terms, communication is the process of exchanging information between individuals or groups. It involves the transmission of ideas, feelings, or facts from one person (the sender) to another (the receiver). It can be verbal or non-verbal and plays a crucial role in human interaction. For face-to-face conversation, a phone call, or an email, it is how we connect and understand each other.

Types of Communication

The four main categories of communication are

- **Verbal** – It is a method that uses speech in the form of speaking to convey a message or information. It is the most popular and effective mode of communication, usually practised during video conferences, phone calls, presentations, one-on-one conversations, and meetings. It supports both nonverbal and written communication.
- **Nonverbal** – It is basically a practice of gestures, facial expressions, and body language to send information. It can be implemented intentionally and unintentionally when communicating. For instance, a person can smile unintentionally when they hear an interesting piece of information or a pleasant idea.
- **Written** – It is all about typing, printing symbols, numbers, letters, and writing to send a piece of information. Sometimes used to record information for evidence or reference purpose. In general, the written style of communication is used in books, blogs, pamphlets, memos, and letters to share and spread information. In the workplace, e-mail is a common example of written communication.
- **Visual** – It uses art, photographs, sketches, graphs, charts, and drawings, to pass on the information. It is used especially during presentations to present to give a visual effect and support written or verbal communication.

Communication Process

The communication is a process that starts with the development of thoughts by a sender who conveys the message using a various channel to the receiver, who then sends him a message as feedback. There are seven main components of the communication process:

- **Sender** – Here, the sender conceptualizes the idea or the conversation he wants to convey it to the recipient.

- **Encoding** – Now the sender starts the encoding process where he utilizes words or non-verbal means to translate the thought into a message.
- **Message** – After encoding, the sender receives the message that he wants to send.
- **Communication Channel** – The sender then decides through which medium or channel he/she wants to send the message to the recipient. They must choose the channel to have an effective and correct interpretation of a message to the recipient.
- **Receiver** – The receiver receives the message and tries to comprehend in the best possible way.
- **Decoding** – In this step, the receiver translates the sender's information and tries to perceive it most suitably.
- **Feedback** – It is the last step of the communication process that assures the recipient, has received the information and understood correctly as the sender designed it.

Importance of Communication

- Effective communication helps managers explain the goals of an organisation, give instructions, and build relationships.
- It is essential for decision-making. Without the proper exchange of information, it is impossible to make informed decisions.
- It improves teamwork and collaboration.

Barriers to Effective Communication

Communication is defined as the process by which information is exchanged between individuals through a system of signs, symbols. The concept of communication involves a sender, a message and a recipient.

The sender sends the message and the recipient is the receiver of the message. The process of communication is never smooth as it is affected by the barriers of communication.

Barriers to effective communication can result in confusion which can lead to incorrect information being conveyed or miscommunication which can lead to loss of business.

Following are some of the barriers to effective communication:

1. Semantic barriers
2. Psychological barriers
3. Organisational barriers
4. Cultural barriers

5. Physical barriers

6. Physiological barriers

Semantic barriers: Semantic barriers are also known as language barriers. These barriers are caused due to improper communication between the sender and the receiver. The following instances of semantic barriers can be witnessed in communication.

Poor quality of message: Message when communicated should be precise and easy to understand, that makes it easy for the receiver to grasp the information conveyed.

Sometimes, due to the lack of clarity or complexity of the way of providing information from the sender, there can be a case of semantic barriers.

For e.g. A manager is conversing in English to a group of workers who understand and speak Bengali. It will create confusion among workers as they will not be able to understand what is being conveyed by the manager.

Technical language: Language barriers also arise when the sender of the message is speaking in technical terms while the receiver is unaware of the terms. It creates confusion and misunderstanding between the sender and receiver by acting as a barrier to effective communication.

Psychological Barriers: Psychological barriers play an important role in interpersonal communication as the state of the mind of the sender or the receiver can make it difficult to understand the information that is conveyed, which often leads to misunderstanding.

Here are some instances where psychological barriers to communication can be seen.

1. Premature evaluation of information by the receiver even before it is transmitted can lead to barriers in communication, as it will create premature conclusion to the message, which withholds the original message.
2. Inadequate attention from the receiver's end at the time of communication can lead to barriers of communication as the information conveyed by the sender is not properly received by the receiver.
3. When information is passed within multiple sources, the final information is distorted as the receivers of the message are not able to retain everything that was conveyed. This can cause communication barriers.

Organisational barriers: Organisational barriers are those barriers that are caused due to the structure, rules and regulations present in the organisation. The various types of barriers that can be encountered due to superior subordinate relationships where the free flow of communication is not possible.

Sometimes the complexity of organisational structure and multiple managers make it difficult to convey information properly, and the information gets distorted leading to miscommunication.

Cultural barriers: Cultural barriers are those that arise due to lack of similarities among the different cultures across the world. A term that can be harmless in one culture can be regarded as a slang in another culture. Moreover, various beliefs can differ from one culture to another.

Physical barriers: Physical barriers to communication are those that arise due to certain factors like faulty equipment, noise, closed doors and cabins that cause the information sent from sender to receiver to become distorted, which results in improper communication.

Physiological barriers: Physiological barriers arise when a sender or the receiver of the communication is not in a position to express or receive the message with clarity due to some physiological issues like dyslexia, or nerve disorders that interfere with speech or hearing.

Effective Communication

To achieve a clear understanding and positive outcomes, effective communication is essential. Here are some key aspects of effective communication:

- **Clarity:** Be clear and concise when conveying your message.
- **Active Listening:** Pay attention and respond to what others are saying.
- **Open Body Language:** Use positive gestures and facial expressions.
- **Feedback:** Provide feedback to confirm understanding.

Principles of Communication or 7 C's of Communication



1. Conciseness

In formal communication, we should be very careful about the briefness/conciseness of the message. As brevity is one of the principles of formal communication. Also, it is one of the important elements and prerequisites of effective communication.

It is always helpful for both the sender and the receiver because it saves their time. Concise messages are helpful in getting the meaning.

2. Correctness

Correctness means the accuracy of thoughts, figures, and words. If the given information is not correctly conveyed, the sender will lose reliability.

While communicating we should be careful about the correct use of grammar, message composition and appropriate words. Successful communication depends on the correct use of language & grammar.

3. Concreteness

While communicating, one should be very specific. Concreteness is an important aspect of effective communication. It is about being specific and definite rather than general.

In oral communication, one cannot draw tables and graphs to make our statement specific, but we can use apt and precise words to convey a message. If the message is specific, that saves time and increases the likelihood.

4. Clarity

Clarity is one of the principles of formal communication. Whatever we speak/communicate should have clarity. The idea of the message should be very clear in the mind of the sender.

The sender must be careful about the clarity of thought and the objective of communication.

5. Completeness

Effective communication depends on the completeness of the message. Incomplete messages create ambiguity in the audience.

A complete message brings the desired results without any expense or additional information. Therefore, each and every message that is sent by the sender should be complete.

6. Consideration

It is an act of consideration. When sending a message, the sender should consider the audience's perspective. The sender should understand the feelings and emotions of the receivers. It shows that in communication we should consider the audience.

7. Courtesy

Courtesy means polite behaviour. While communicating, everybody should show politeness towards others. It facilitates communication. The polite messages help strengthen relationships and create goodwill, which in turn helps expand the business.

Business Letter

Business Letter is a letter which is used by organizations to communicate in a professional way with customers, other companies, clients, shareholders investors, etc. Business letter uses formal language and a specific format.

Parts of Business Letter

A business letter will be more impressive if proper attention is given to each and every part of the business letter.

There are 12 Parts of Business Letter

- The Heading or Letterhead
- Date
- Reference
- The Inside Address
- Subject
- Greeting
- Body Paragraphs
- Complimentary Close
- Signature and Writer's Identification
- Enclosures
- Copy Circulation
- PostScript

Parts of a Business Letter

The Heading: It is also known as letterhead. It consists of the name or number or fax number of the writer. Some people may use the address or logo of the organization. As the receiver needs to know who the sender is, this part of the business letter plays a significant role.

Date: Even though it seems to be simple, the letter is incomplete without a date. So we need to write the date on the right-hand side top corner. It helps the receiver to understand when it happened if it is an incident or if it has a deadline to count the remaining days. It is essential in the parts of a professional letter. Of course for any letter.

Reference: It is imperative among all other parts of a professional letter. Usually, the department of an organization or logo, etc. can also be used as a reference. In some cases, the letter number is also considered as the reference of a formal letter.

The Inside Address: As all the parts of a formal letter are important, the address component is quite remarkable. We need to write on the left side of a formal letter. It includes name, address, contact number, postal code, designation, etc.

Subject: Another vital component of a business letter is the subject. It refers to the reason for writing a letter to the recipient. The subject should be like a brief statement, specific to the point, eye catchy, understandable, and straightforward.

Salutation: Salutation is also termed as greeting or wishing. Before starting to write the content of the letter, the sender will greet the receiver based on their age and relationship. It may vary from one to another like respected sir, dear, hi, etc.

Body: It is the heart of all the parts of a business letter. It is the main content that a sender needs to convey to the recipient. So it should be clear, straightforward, understanding and also formal. The body of the letter is generally categorized into three parts. They are as follows:

Opening Lines: The opening lines should be the introduction of the sender if new and formal greetings and wishes will be there in the first paragraph.

Main Content: The sender should write the actual message clearly in a formal way. It should be the main point that needs to be conveyed to the recipient. The message should be proper and complete.

Closing Part: It is the ending part of the body. Here the receiver can understand what the sender is expecting, what his action is, or the next step to move, etc. These can be mentioned clearly. The concluding part should be in a polite way. Use some words to please the receiver in this part of a formal letter.

Complimentary Close: It is the concluding part of the whole letter. It depends on the salutation, which is based on the age and relationship of the recipient. It is also written politely. We use it.

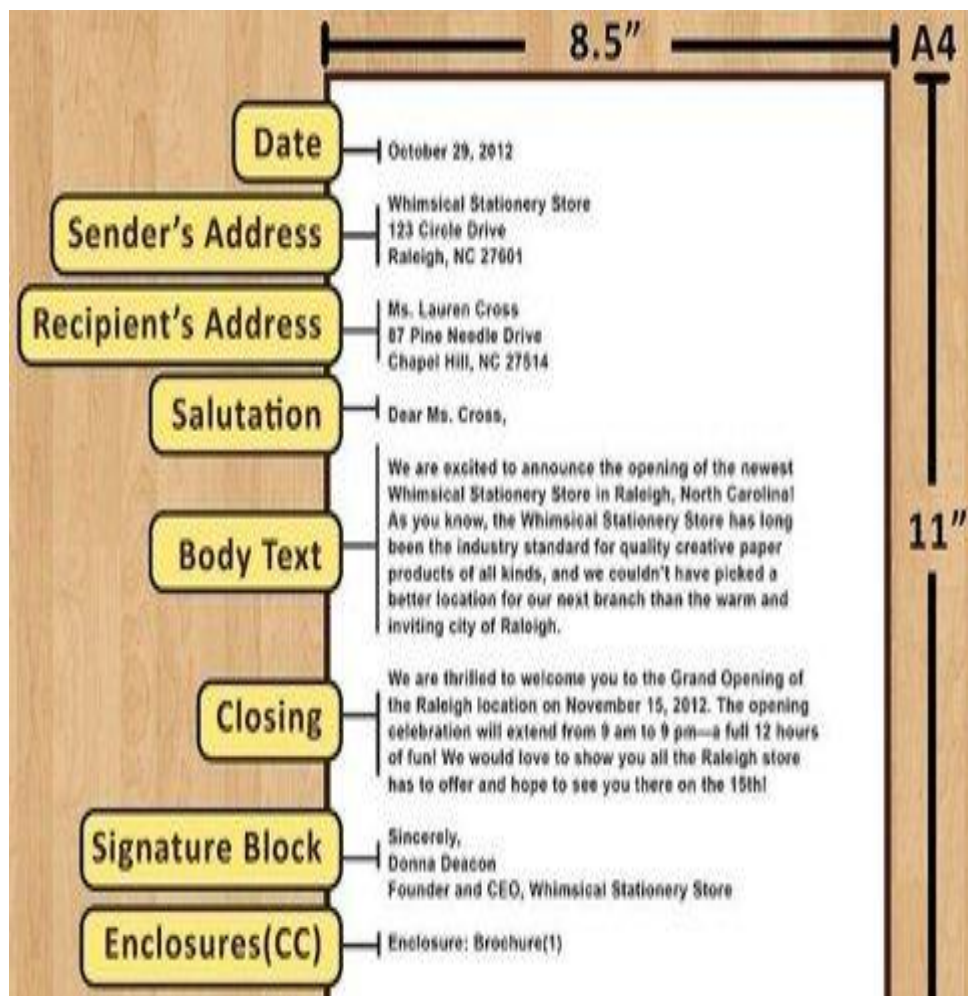
Yours sincerely, Yours faithfully, etc. in general.

Signature: While explaining all the parts of a business letter, one should give more stress on this part because a message without a proper signature is not valid. So the signature plays a vital role in the parts of a formal letter. It includes name, contact and designation. We should note that the surname is also essential.

Enclosure: It is a part of a formal letter that may or may not exist for all business letters. It is a process of enclosing the required documents. In the case of applications, invoices, registrations, offer letters, etc., the sender needs to attach the documents to the business letter. It is applicable for both soft copy and hard copy.

Copy Circulation: It is an option used to send to one or more recipients. It is mentioned in the letter with notation C.C. It helps to convey the same message to multiple receivers.

PostScript: It is an additional part of a business letter. It is used to add extra information along with the body of the letter. It is denoted as P.S.



Types of Business Letters:

- **Cover Letters:** Accompany other documents, like resumes or proposals, and provide a brief overview of the content and its relevance to the recipient.
- **Sales Letters:** Aim to persuade the reader to purchase a product, service, or support a cause.
- **Inquiry Letters:** Seek information about products, services, or business procedures.
- **Complaint Letters:** Express dissatisfaction with a product or service and request a resolution.
- **Letters of Recommendation:** Provide an assessment of an individual's skills and qualifications, often for job applications.
- **Offer Letters:** Formalize a job offer, outlining salary, benefits, and other terms.

- **Resignation Letters**: Notify an employer of an employee's decision to leave a position.
- **Thank You Letters**: Express gratitude for a favor, gift, or opportunity.
- **Follow-up Letters**: Used to maintain communication and track progress after a meeting or application.
- **Letters of Intent**: Indicate a party's preliminary commitment to a future agreement.
- **Acknowledgement Letters**: Confirm receipt of something, like a payment or document.
- **Adjustment Letters**: Respond to a complaint and outline the actions taken to rectify the issue.
- **Order Letters**: Request goods or services from a supplier.
- **Request Letters**: Ask for specific information or action from the recipient.
- **Welcome Letters**: Introduce a new employee or client to an organization.
- **Termination Letters**: Officially end a contract or employment.
- **Announcement Letters**: Inform recipients about news, changes, or events.
- **Apology Letters**: Express regret for a mistake or wrongdoing.
- **Commendation Letters**: Acknowledge and praise an individual's achievements or contributions.
- **Circular Letters**: Communicate the same information to multiple recipients.

Meaning

A **job application letter**, also called a [cover letter](#), is a formal paper that accompanies a resume when applying for a job. It presents the applicant to the hiring manager, highlights relevant qualifications and experiences, and explains why the applicant is suitable for the position.

Purpose

The job application letter serves the purpose of introducing oneself to the employer and explaining why one is the perfect fit for the position. Its main objective is to capture the attention of the [hiring manager](#) and convince them to extend an invitation for an interview.

What Makes a Good Letter

Selectivity. Choose only your best points—two or three that will be of the most interest to the reader—to present in well-developed paragraphs. Focus on skills you can bring to the company and how your accomplishments may have benefited a previous employer.

A job-application letter should:

- Be single-spaced, leaving one space between paragraphs.
- Be about one full page in length (longer if you are more experienced).
- Have carefully chosen words—pack a lot into a small space, making each word count to show that you are the most qualified candidate for the position.

Parts of a Job Application Letter

- Inside Address—Include the name, title, organization, and mailing address. Spell the name correctly to avoid offending the recipient—phone the company if you do not know to whom to address the letter.
- Salutation—Begin your letter with “Dear” followed by the reader's title and last name, ending with a colon, not a comma.
- Four Paragraphs Minimum—Your letter should have at least an introductory paragraph, an education paragraph, an employment paragraph, and a concluding paragraph.
- Complimentary Close—These are some standard phrases: Sincerely, Sincerely yours, Yours sincerely, Yours very truly, and Very truly yours.
- Signature—Type your full name on the fourth line below the complimentary close. Sign in black or blue ink above your typed name.
- Enclosure Line—The enclosure notation refers to the résumé

Application for Job

From
Rahul Kumar
R60, Ashoka Hostel, University Hostel
Babasaheb Bhimrao Ambedkar University (A Central University)
Lucknow – 226025
January 15, 2023

To
The Principal
Lucknow High School
Lucknow – 226025

Subject: Application for the post of English Teacher

Dear Sir,

I am applying for the position of English Teacher in your organization with reference to the advertisement on The Indian Express dated 13/01/2023. I have great interest in this position and would highly appreciate it if you could consider my application.

I have completed my Post Graduation in English and have experience of working as a High School English Teacher for two years. In my teaching experience, I have come across various challenging situations with kids and parents, and I have learnt to handle all of them well. I have enjoyed connecting with the children and being a part of their growth and development as considerate and intelligent individuals.

I have attached my resume and experience certificate for your kind perusal and hope to hear from you in this regard.

Yours faithfully,
Rahul Kumar