Communication Skills

Short notes for 1st year B.Tech (all branches) · BCA · GATE

Uncodemy Handwritten Notes · free for students

1. Basics of Communication

- **Communication** = sharing ideas, facts or feelings so that the other person understands them the same way.
- Process: Sender → encodes message → channel → receiver decodes → feedback.

```
Sender --(encode)--> Message --(channel)--> Receiver
  ^                                           |
  +-------------------- Feedback <-------------+
```

➤ Types

Type	Example
Verbal: oral	Talk, phone call, presentation
Verbal: written	Email, letter, report
Non-verbal	Body language, eye contact, tone, dress
Formal	Official notice, meeting minutes
Informal (grapevine)	Talk between friends at work

- Directions in an office: **downward** (boss to staff), **upward** (staff to boss), **horizontal** (same level), **diagonal**.

➤ Barriers to communication

- **Physical**: noise, distance, bad network.
- **Language / semantic**: jargon, words with two meanings.
- **Psychological**: fear, anger, ego, not listening.
- **Cultural**: different habits and gestures.
- **Organisational**: too many levels, rigid rules.

TIP The 7 Cs of good communication: Clear, Concise, Concrete, Correct, Coherent, Complete, Courteous.

2. Listening and Non-Verbal Skills

- **Hearing** is physical. **Listening** is active: hear, understand, remember, respond.
- Active listening: keep eye contact, do not interrupt, nod, ask questions, summarise what you heard.
- **Kinesics** (body movements), **proxemics** (personal space), **paralanguage** (tone, pitch, speed), **chronemics** (use of time).
- Good body language: straight posture, open hands, a natural smile, steady eye contact.

REMEMBER Crossed arms, looking at the phone and slouching show lack of interest, even if your words are polite.

3. Grammar Basics

➤ Parts of speech

Part	Job	Example
Noun	Name of person, place, thing	Ravi, Delhi, laptop
Pronoun	Used in place of a noun	he, she, it, they
Verb	Action or state	run, is, write
Adjective	Describes a noun	fast car
Adverb	Describes a verb, adjective or adverb	runs quickly
Preposition	Shows relation	in, on, at, under
Conjunction	Joins words or clauses	and, but, because
Interjection	Sudden feeling	Wow! Oh!

➤ Tenses (with "write")

Tense	Simple	Continuous	Perfect
Present	I write	I am writing	I have written
Past	I wrote	I was writing	I had written
Future	I will write	I will be writing	I will have written

Subject–verb agreement

- Singular subject → singular verb: "He works here." Plural → plural verb: "They work here."
- "Each", "every", "either", "neither", "everyone" take a singular verb: "Each of the students **has** a laptop."
- With "or / nor" the verb agrees with the nearer subject: "Neither the manager nor the clerks **are** present."

Articles

- **a** before consonant sounds: a university, a one-day trip. **an** before vowel sounds: an hour, an MBA.
- **the** for a specific or unique thing: the sun, the book I gave you.

Common errors

Wrong	Right
I am having two brothers.	I have two brothers.
He is senior than me.	He is senior to me.
Discuss about the plan.	Discuss the plan.
One of my friend is here.	One of my friends is here.
I did not went.	I did not go.
Return back the book.	Return the book.

- **Active voice**: "The team completed the project." **Passive**: "The project was completed by the team." Use active voice in most writing.
- **Direct speech**: He said, "I am busy." **Indirect**: He said that he was busy.

EXAM POINT Error-spotting and fill-in-the-blanks (articles, prepositions, tenses) come in university papers and placement tests. Practise 20 a day.

4. Vocabulary

- **Synonyms**: words with the same meaning (big = large). **Antonyms**: opposite (honest – dishonest).
- **Homophones**: same sound, different meaning: their / there, principal / principle, stationary / stationery.

- **One-word substitutes**: a person who can speak two languages = bilingual; a list of items for a meeting = agenda.
- Prefixes: un-, dis-, mis-, pre-. Suffixes: -ment, -ness, -able, -tion.
- Read one English newspaper editorial daily and note 5 new words with a sentence each.

5. Email and Letter Writing

➤ Formal email structure

1. **Subject line**: short and clear ("Leave request for 12–13 March").
2. **Greeting**: "Dear Mr Sharma," or "Dear Sir/Madam,".
3. **Opening**: purpose in one line.
4. **Body**: details in short paragraphs or bullets.
5. **Closing**: action needed + thanks.
6. **Sign-off**: "Regards," + full name, roll number / designation, phone.

```
Subject: Request for internship certificate

Dear Ms Gupta,
I completed my internship in your team from 1 June to
31 July. Kindly issue my internship certificate.
I have attached my final report for reference.
Thank you.
Regards,
Ankit Verma, B.Tech CSE, Roll No. 22CS045
```

TIP Email rules: no ALL CAPS, no slang or emojis in formal mail, check attachments, reply within 24 hours, use "Reply all" carefully.

➤ Formal letter (block format)

- Sender's address → date → receiver's address → subject → salutation → body → complimentary close ("Yours faithfully" if salutation is "Sir/Madam"; "Yours sincerely" if you used the person's name) → signature and name.
- Types: application, complaint, enquiry, order, cover letter, letter to the editor.

6. Resume Writing

- **Resume** = a 1-page summary of your skills, education and projects for a job. **CV** = longer, full academic record.
- Order for freshers:
  1. Name, phone, professional email, LinkedIn / GitHub
  2. Career objective (2 lines, specific to the role)
  3. Education (degree, college, year, CGPA)
  4. Skills (technical + tools)
  5. Projects (title, tech used, your role, result)
  6. Internships / training, certifications
  7. Achievements and activities
- Use **action verbs**: built, designed, led, improved, reduced, automated.
- Add numbers: "Reduced page load time by 40%" is better than "Worked on website speed".
- Keep fonts simple, no photo unless asked, no spelling mistakes, save as PDF.

REMEMBER Never write a skill you cannot explain. Interviewers ask about every line of your resume.

7. Interview Skills

- **Before**: research the company, read the job description, revise your projects and core subjects, prepare questions to ask.
- **During**: reach 15 minutes early, greet politely, sit straight, listen fully before answering, be honest.
- **After**: send a short thank-you email.

Common HR questions

Question	How to answer
Tell me about yourself	Present (studies) → past (projects/internship) → future (why this role). About 1 minute
Strengths and weaknesses	Strength with an example; a real weakness and how you are improving it
Why should we hire you?	Match your skills to the job needs
Where do you see yourself in 5 years?	Growth in skills and responsibility in this field
Any questions for us?	Ask about the team, training, or the work

TIP Use the STAR method for behaviour questions: Situation, Task, Action, Result.

8. Group Discussion (GD)

- GD checks: communication, knowledge, leadership, team work, listening.
- Usual size 8–12 people, 10–20 minutes. Topics: current affairs, abstract ("Red"), case study.

Do's and don'ts

Do	Don't
Start if you know the topic well	Shout or interrupt again and again
Give facts and examples	Speak without a point
Let quiet members speak	Dominate or attack a person
Summarise at the end if asked	Look only at the evaluator

- Useful lines: "I would like to add to what Priya said...", "Let us also look at the other side...", "To sum up...".

Presentation skills

- Plan: opening (hook) → 3 main points → conclusion. One idea per slide, large fonts, few words.
- Practise with a timer. Look at the audience, not the screen.

9. Most Asked Questions (practice)

1. Define communication. Explain the process with a diagram.
2. What are the barriers to communication and how can they be removed?
3. Explain the importance of non-verbal communication.
4. Correct the errors in ten given sentences.
5. Change ten sentences from active to passive voice.
6. Write a formal email asking your HOD for permission to attend a workshop.
7. Write a complaint letter to a company about a faulty laptop.
8. Prepare a resume for a fresher software engineer post.
9. What are the do's and don'ts of a group discussion?
10. How do you prepare for a job interview? Answer "Tell me about yourself".

TIP In exams, write letters and emails in the correct format; format alone carries marks. For placements, a clean resume plus a confident 1-minute introduction makes the first impression.