

SOFT SKILL - TSSEA
ESSENTIALS OF LANGUAGE AND COMMUNICATION

1. LSRW

To develop one's career one needs **L**istening skill, **S**peaking skill, **R**eading skill and **W**riting skill.

a. LISTENING SKILL

Listening skill means understanding one's own self and also understanding others. There are two types of listener. Good Listener and Bad Listener.

- ❖ Listening helps in project or work.
- ❖ Listening also keeps the mind alert.

b. SPEAKING SKILL

It is an important aspect in one's day to day life. Speaking skill is required to inform, question, agree, disagree and bargain.

- ❖ Speaking makes one confident
- ❖ Speaking gives a flow of speech

c. READING SKILL

Reading skill gives us the opportunity to get the latest information.

- ❖ Reading improves the understanding of the meaning
- ❖ Reading expands one's thinking level

d. WRITING SKILL

Writing is a means of effective communication

- ❖ Writing improves vocabulary
- ❖ Writing makes one accurate.

2. STEPS TO IMPROVE THE LISTENING SKILL

- I. Listening leads to an awareness.
- II. Listening gives us self-knowledge.
- III. Listening is observation.
- IV. It benefits in project or work.
- V. It keeps the mind alert.
- VI. Listening helps in analyzing, summarizing and expanding ideas.

3. BARRIERS TO LISTENING SKILL

- I. Poor listener gives importance to unnecessary details.
- II. Poor listener does not focus.
- III. He wastes time.
- IV. He starts noticing other things around him.
- V. Some of the poor listeners write down everything without analyzing the importance.
- VI. An egoistic listener does not want to accept other views.

4. STEPS TO IMPROVE THE SPEAKING SKILL

- I. Speaking gives a flow of speech
- II. Speaking makes one confident.
- III. It makes public speaking & speaking in a foreign language easier.
- IV. Speaking needs planning, focus and interest.
- V. One should use pauses to speak clearly.
- VI. While speaking one should use eye contact and voice modulation.

5. BARRIERS TO SPEAKING SKILL

- I. Nervousness spoils the flow of speech.
- II. Nervousness also leads to mistakes.
- III. Low confidential level slows down the speed of speech
- IV. Last minute preparation results in poor speech.
- V. Improper pronunciation, tone & clarity spoils the speech.
- VI. Memorizing makes the speech a failure one.
- VII. If speech is not available it becomes failure.

6. STEPS TO IMPROVE THE READING SKILL

- I. Reading improves the understanding of the meaning.
- II. It requires recalling and visualizing.
- III. It expands our thinking level.
- IV. It gives the opportunity to get the latest information.
- V. It makes one smart & powerful.
- VI. Reading improves our vocabulary & grammar.

7. BARRIERS TO READING SKILL

- I. Without understanding the meaning one can't read.
- II. Without visualizing reading is impossible.
- III. Awareness in general is not possible without reading.
- IV. Lack of vocabulary & grammar reading become meaningless.
- V. A new language can't be learnt without reading.
- VI. Without reading skill creativity can not be gained.

8. STEPS TO IMPROVE THE WRITING SKILL

- I. Writing makes one accurate.
- II. Writing improves vocabulary.
- III. Repetition of words should be avoided.
- IV. Writing needs imagination.
- V. Narrating helps writing.
- VI. Good writing needs carefulness.

9. BARRIERS TO WRITING SKILL

- I. Jargons spoil the writing style
- II. Loaded language should not be used.
- III. Colloquialism must not be mixed.
- IV. Misused terms should be avoided.
- V. Unclear pronounce spoil the beauty of the writing.
- VI. Clichés kill the meaning.

10. FLUENCY

Fluency means good and effective communication skills. It is the skill to deliver information quickly and with expertise. Fluency indicates a very good information processing speed. Fluency is the ability to read, speak or write easily, smoothly and expressively.

There are four types of Fluency:

- ❖ Computational Fluency
- ❖ Knowledge Fluency
- ❖ Technology Fluency
- ❖ Language fluency

4 components of fluency:

- ❖ Reading
- ❖ Writing
- ❖ Understanding
- ❖ Speaking

Reading books, newspapers and letters improve fluency. To be fluent one should be confident of the contents of their speech.

Good articulation helps to speak clearly, fluently and confidently.

Oral fluency can be improved by articulation pronunciation, voice quality, accent and intonation.

11. *****

12. PRINCIPLES OF COMMUNICATION

- I. Communication is sharing of information and ideas between peoples.
- II. It is governed by a set of principles.
- III. The types of communication: Oral & Written Communication.
- IV. In oral communication the knowledge about the receiver is a must.
- V. Sender must have good understanding about the idea being communicated.
- VI. Communication involves ideation, encoding, decoding, transmission and response.
- VII. The purpose of Communication must be clear.
- VIII. Response from the receiver indicates the success of communication.