

PART 1: MODES OF COMMUNICATION

1. What is Communication?

Definition:

Communication is the process of exchanging **information, ideas, thoughts, feelings, and messages** between two or more people.

Elements of Communication

1. **Sender** – The person who sends the message.
2. **Message** – The information, idea, thought, or feeling being communicated.
3. **Channel/Medium** – The method through which the message is sent, such as speaking, writing, phone, email, etc.
4. **Receiver** – The person who receives the message.
5. **Feedback** – The response given by the receiver to the sender.

Example

A teacher explains a topic to students. The students listen, ask questions, and respond.

Teacher → Message → Students → Feedback

Key Point

Communication is successful when the receiver **understands the intended message** and provides appropriate feedback.

2. Modes of Communication

Communication can mainly be divided into:

A. Verbal Communication

Verbal communication uses **words** to communicate a message.

It can be:

1. Spoken Communication

- Conversation
- Presentation
- Interview
- Telephone call
- Group discussion
- Speech

2. Written Communication

- Email
- Letter
- Report

- Notice
- Application
- Text/message

B. Non-Verbal Communication

Non-verbal communication involves communicating through **unspoken signals and behaviours**.

Examples include:

- Facial expressions
- Gestures
- Posture
- Eye contact
- Body language
- Silence

Example

Saying “**I am happy**” is verbal communication.

Smiling can communicate happiness without using words.

3. Verbal vs Non-Verbal Communication

Verbal Communication	Non-Verbal Communication
Uses words	Uses unspoken signals
Can be spoken or written	Mainly expressed through body and behaviour
Provides specific information	Often communicates emotions and attitudes
Examples: speech, email, conversation	Examples: eye contact, gestures, posture
Message is expressed through language	Message is expressed through behaviour

Important Point

Effective communication requires both verbal and non-verbal communication.

PART 2: LISTENING

4. What is Listening?

Definition:

Listening is the active process of **receiving, understanding, interpreting, and responding** to a message.

Listening is more than simply hearing sounds. It requires **attention and understanding**.

5. Hearing vs Listening

Hearing	Listening
A physical ability	An active process

Hearing

We perceive sound

Does not always require attention

Happens automatically

Example: Hearing someone speak

Listening

We understand the message

Requires attention

Requires conscious effort

Example: Understanding and responding to what they say

Example

You may **hear** your teacher speaking while looking at your phone.

You are **listening** when you pay attention, understand the explanation, ask questions, and respond appropriately.

6. Good Listening Skills

A good listener should:

- Pay attention
- Maintain appropriate eye contact
- Avoid interrupting
- Avoid distractions
- Be patient
- Ask relevant questions
- Show understanding
- Give feedback
- Clarify doubts when necessary

Characteristics of a Good Listener

Attention + Patience + Understanding + Feedback

PART 3: COMMUNICATION STYLES

7. Types of Communication Styles

There are four commonly discussed communication styles:

1. **Passive**
2. **Aggressive**
3. **Passive-Aggressive**
4. **Assertive**

8. Passive Communication

Definition

Passive communication occurs when a person **does not openly express their needs, opinions, feelings, or rights** and often allows others to make decisions for them.

Characteristics

- Avoids confrontation
- Finds it difficult to say "No"
- Does not express opinions openly
- Prioritises other people's needs
- May lack confidence
- May avoid expressing disagreement

Example

Friend: "Can you complete my assignment for me?"

Passive response:

"Okay, I'll do it."

The person actually does not want to do the assignment but agrees to avoid upsetting the friend.

Key Idea

"I don't want to upset others."

9. Aggressive Communication

Definition

Aggressive communication involves expressing thoughts, feelings, or needs in a **forceful, disrespectful, hostile, or threatening manner**.

Characteristics

- Shouting
- Blaming
- Interrupting
- Insulting others
- Criticising unnecessarily
- Dominating conversations
- Ignoring other people's feelings
- Using threatening language

Example

"You never do anything properly! Give it to me. I'll do it myself."

Key Idea

"My needs are more important than yours."

10. Passive-Aggressive Communication

Definition

Passive-aggressive communication occurs when a person expresses **anger, disagreement, or resentment indirectly** rather than communicating openly.

Characteristics

- Sarcasm
- Silent treatment
- Indirect criticism
- Deliberately delaying work
- Saying "yes" but behaving negatively
- Showing resentment indirectly

Example

Someone says:

"Fine, I'll do it."

But intentionally delays the work because they are angry.

Key Idea

"I am angry, but I won't express it directly."

11. Assertive Communication

Definition

Assertive communication means expressing your **thoughts, feelings, needs, and opinions clearly, confidently, and respectfully**, while also respecting the rights and feelings of others.

Characteristics

- Clear and honest
- Respectful
- Confident
- Listens to others
- Expresses opinions appropriately
- Sets healthy boundaries
- Can say "No" respectfully
- Respects both sides

Example

"I understand that you need help, but I cannot complete your assignment. I can explain the topic to you."

Key Idea

"My needs matter, and your needs matter too."

12. Comparison of Communication Styles

Style	Main Behaviour
Passive	Avoids expressing needs
Aggressive	Forces opinions on others
Passive-Aggressive	Expresses anger indirectly
Assertive	Expresses needs clearly and respectfully

Easy Way to Remember

Passive → Avoid

Aggressive → Attack

Passive-Aggressive → Indirect

Assertive → Respect + Communicate

Best Communication Style

Assertive communication is generally the most effective because it allows a person to communicate clearly while respecting others.

PART 4: TEAM SKILLS

13. What are Team Skills?

Definition:

Team skills are the abilities that help individuals **work effectively with others to achieve a common goal**.

Important Team Skills

- Communication
- Cooperation
- Adaptability
- Flexibility
- Problem-solving
- Respect
- Conflict management
- Responsibility
- Empathy

Why are Team Skills Important?

They help team members:

- Work together effectively
- Complete tasks efficiently
- Solve problems
- Handle disagreements
- Support one another
- Achieve common goals

14. Adaptability and Flexibility

Adaptability

Definition:

Adaptability is the **ability to adjust to new situations, changes, or challenges**.

Example

A company introduces new software. An adaptable employee learns how to use the new software instead of refusing to use it.

Flexibility

Definition:

Flexibility is the **willingness to change one's approach, plans, or behaviour when circumstances require it.**

Example

A team changes its project plan because of an unexpected deadline. A flexible team member adjusts their schedule and responsibilities.

Difference Between Adaptability and Flexibility

Adaptability	Flexibility
Ability to adjust	Willingness to adjust
Focuses on adapting to change	Focuses on changing approach or plans
Helps deal with new situations	Helps respond to changing circumstances

Remember

Adaptability = Ability to adjust

Flexibility = Willingness to adjust

PART 5: NEGOTIATION

15. What is Negotiation?

Definition:

Negotiation is a process in which **two or more people or groups discuss their needs, interests, and differences to reach an acceptable agreement.**

Examples of Negotiation

- Salary discussion
- Dividing work among team members
- Discussing project deadlines
- Customer and seller discussing price
- Resolving disagreements

Good Negotiation Requires

- Active listening
- Clear communication
- Understanding the interests of others
- Problem-solving
- Compromise
- Respect

16. Negotiation Outcomes

A. Win-Win

In a **win-win situation**, **both parties benefit** from the agreement.

Example

Two students have to complete a project. One is good at research and the other is good at presentation. They divide the work according to their strengths.

Result: Both are satisfied.

B. Win-Lose

In a **win-lose situation**, **one party benefits while the other party loses**.

Example

One team member forces their preferred project schedule on another team member without considering the other's needs.

C. Lose-Lose

In a **lose-lose situation**, **neither party benefits**.

Example

Two team members refuse to compromise over a disagreement. As a result, the project is delayed and both are negatively affected.

Best Approach

Whenever possible, aim for a **Win-Win outcome**, where both parties' important needs are considered.

PART 6: LEADERSHIP

17. What is Leadership?

Definition:

Leadership is the ability to **influence, guide, and motivate oneself and others towards achieving a common goal**.

Important Point

Leadership is **not only about having a position, title, or authority**.

A person can demonstrate leadership through their actions, responsibility, decision-making, and ability to support others.

18. Three Levels of Leadership

1. Self-Leader

Lead yourself first.

Important qualities include:

- Self-discipline
- Self-awareness
- Goal setting
- Time management

- Taking responsibility
- Self-motivation

Example

A student manages their time properly and completes assignments without constantly being reminded.

2. Leading Others

This involves **guiding and motivating other people** towards a common goal.

Important skills include:

- Clear communication
- Delegating tasks
- Supporting team members
- Decision-making
- Problem-solving
- Motivating others

3. Being a Good Follower

A good follower is **not someone who simply obeys instructions**.

An effective follower is an active and responsible contributor.

Qualities of a Good Follower

- Listens
- Supports the team
- Takes responsibility
- Gives constructive suggestions
- Respects the leader
- Communicates concerns
- Speaks up when necessary

Key Message

Lead Yourself → Lead Others → Be a Good Follower

A good leader should first learn to **manage themselves and contribute effectively as a team member**.

PART 7: RESILIENCE

19. What is Resilience?

Definition:

Resilience is the ability to **cope with difficulties, recover from setbacks, and continue moving forward**.

Resilience does not mean that a person never experiences:

- Stress
- Sadness
- Failure
- Disappointment

Instead, resilience means learning to **handle challenges, recover, adapt, and try again.**

Examples

- Failing an examination and preparing again
- Not getting selected for a job and continuing the job search
- Facing criticism and learning from it
- Adapting to an unexpected change

20. Resilience in the Face of Social Challenges

Students may face different social and personal challenges, such as:

- Financial difficulties
- Academic pressure
- Peer pressure
- Family responsibilities
- Social discrimination
- Bullying
- Rejection
- Unemployment
- Changes in society and technology

How to Build Resilience

1. Develop a positive but realistic mindset.
2. Seek support from trusted people.
3. Learn from setbacks.
4. Focus on things you can control.
5. Develop problem-solving skills.
6. Maintain healthy routines.
7. Ask for help when needed.
8. Keep trying after failure.

Important Point

Resilience does **not** mean:

"I can handle everything alone."

It can also mean:

"I know when to seek support, learn from the situation, and try again."

PART 8: DIFFERENCE AND DIVERSITY

21. Unconditional Positive Regard for Difference and Diversity

What is Unconditional Positive Regard?

Unconditional Positive Regard (UPR) means treating people with **respect, dignity, and acceptance**, even when their opinions, backgrounds, abilities, cultures, or identities are different from our own.

Diversity Can Include Differences in:

- Culture
- Language
- Background
- Education
- Abilities
- Experiences
- Perspectives
- Age
- Gender

Important Point

Respecting someone **does not mean that we must agree with everything they say or do.**

It means recognising their **human dignity and right to be treated respectfully.**

22. Why Does Diversity Matter in a Team?

A diverse team can provide:

- Different perspectives
- New ideas
- Better problem-solving
- Creativity
- Innovation
- Greater understanding
- Better decision-making

Good Practice for Working with Diversity

Listen → Understand → Respect → Collaborate

Example In a team project, students from different backgrounds may have different ideas. Instead of rejecting an idea immediately, team members listen, understand the viewpoint, respect differences, and work together to select the best solution.

Essential Communication & Life Skills

An Interactive Masterclass for Personal & Professional Growth

Presented by Swagata Talukder

Modes of Communication

Active Listening

Communication Styles

Team Skills

Negotiation

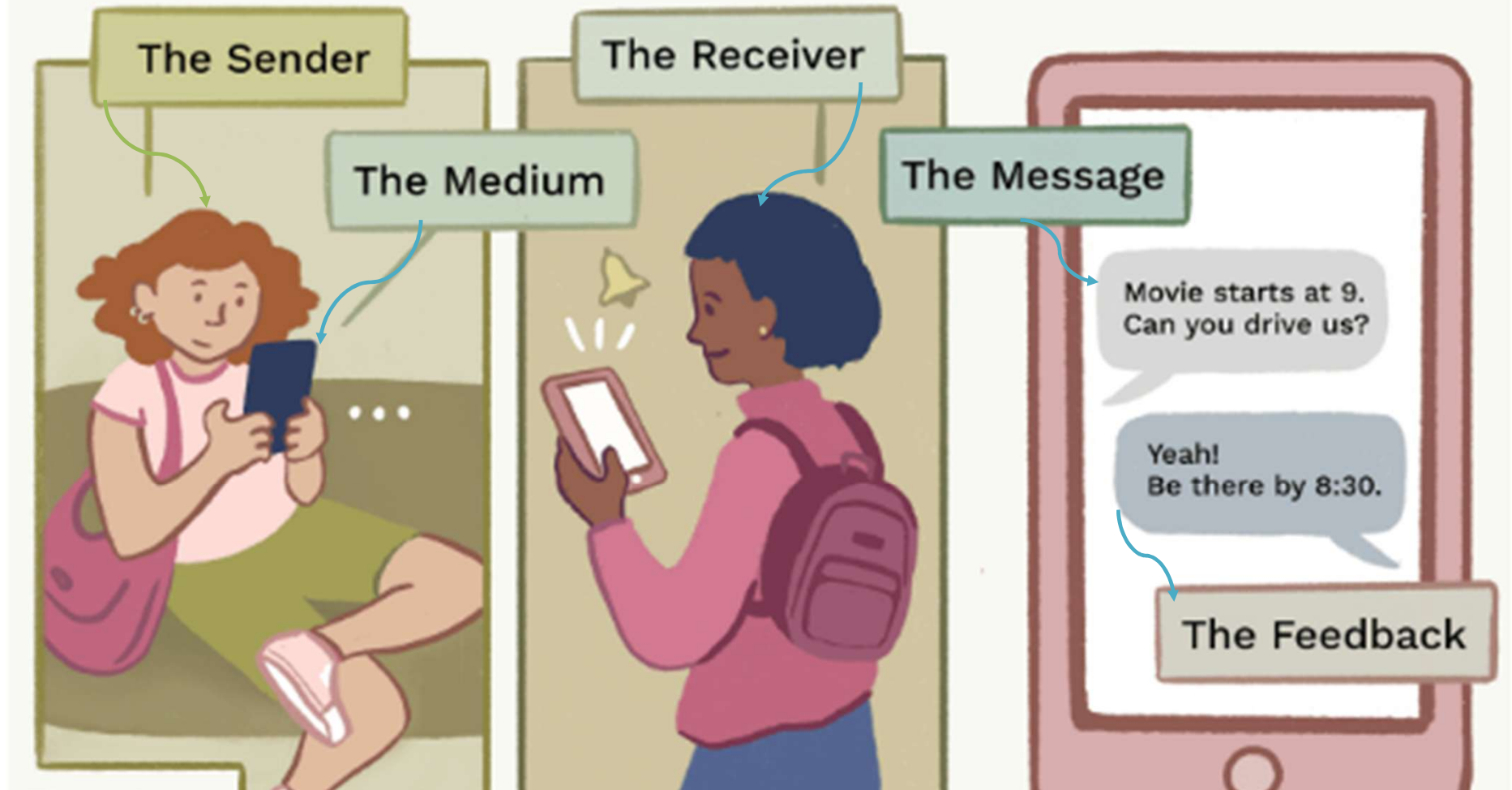
Leadership

Resilience

Diversity & Inclusion



Elements of the Communication Process



What is Communication?

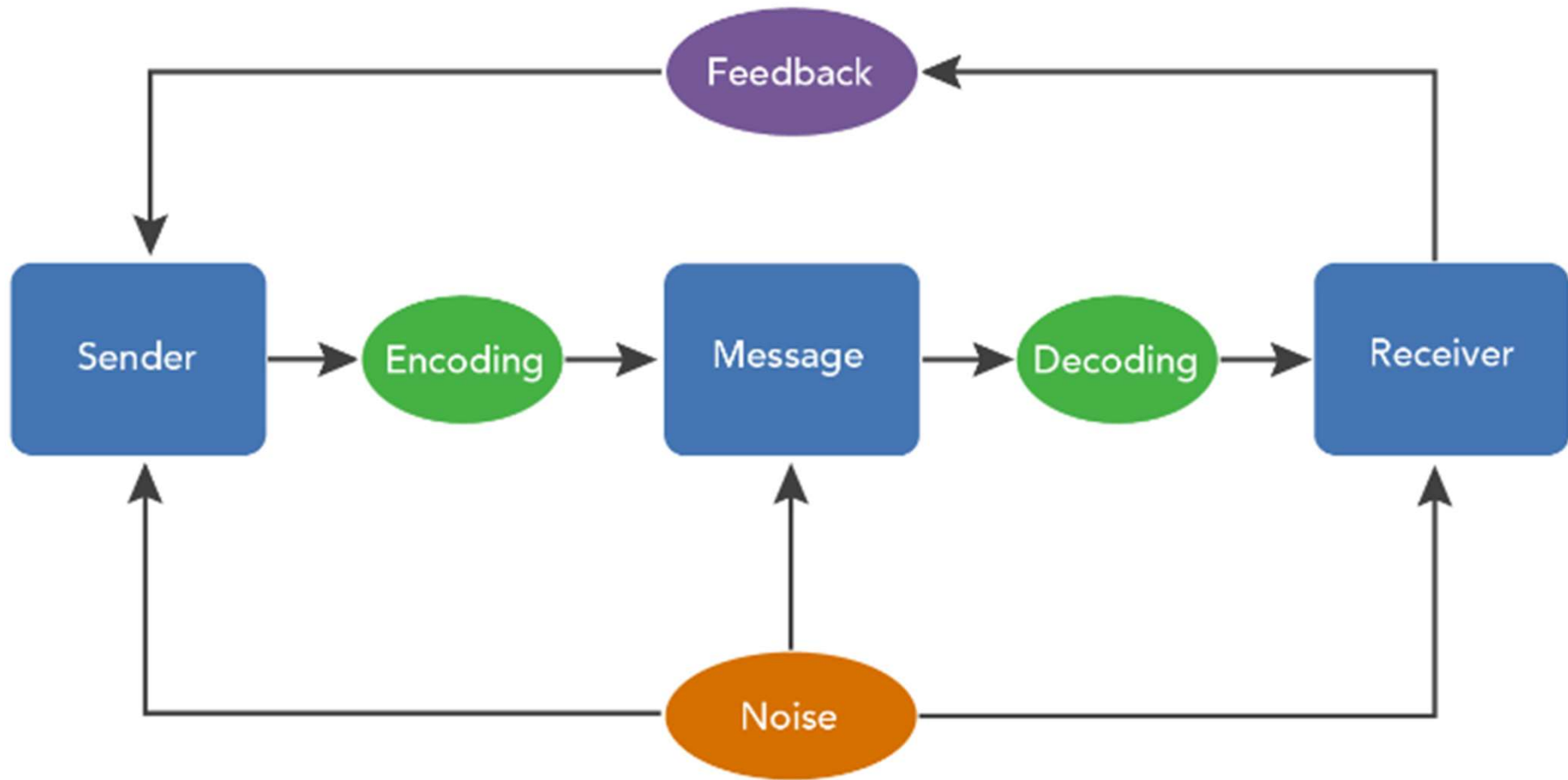
The Exchange Process

Communication is the process of exchanging information, ideas, thoughts, feelings, and messages between two or more people.

The 5 Essential Components:

1. **Sender:** Initiates the message
2. **Message:** Information being shared
3. **Channel:** Medium used (spoken, written, visual)
4. **Receiver:** Gets and interprets message
5. **Feedback:** Receiver's response





Elements of Communication

Verbal vs Non-Verbal Modes

Verbal Communication

Uses spoken or written words to convey specific details.

- **Spoken:** Conversations, presentations, interviews, phone calls, group discussions
- **Written:** Emails, letters, reports, notices, messaging apps
- **Key Role:** Transmits clear, factual, and structured information

Non-Verbal Communication

Uses unspoken signals that reveal emotion & attitude.

- **Facial Expressions:** Smiles, frowns, nods
- **Gestures & Posture:** Hand movements, body stance
- **Eye Contact & Tone:** Engagement, interest, silence
- **Key Role:** Establishes trust, warmth, and authenticity

Active Listening Skill

Hearing vs. Listening: Hearing is just the physical perception of sound. Listening is active comprehension.

⚡ Quick 30-Sec Activity for Students

Question: "What are three key habits of a great listener?"

Think for 30 seconds & share: Eye contact • No interrupting • Asking clarification questions • Giving feedback.



4 Communication Styles



1. Passive

Avoids confrontation.
Fails to express needs.
Lets others decide.

"I don't want to upset anyone."



2. Aggressive

Forces opinions.
Interrupts, blames, or shouts. Ignores others' feelings.

"My needs dominate yours."



3. Passive-Aggressive

Expresses anger indirectly. Uses sarcasm, silent treatment, or deliberate delays.

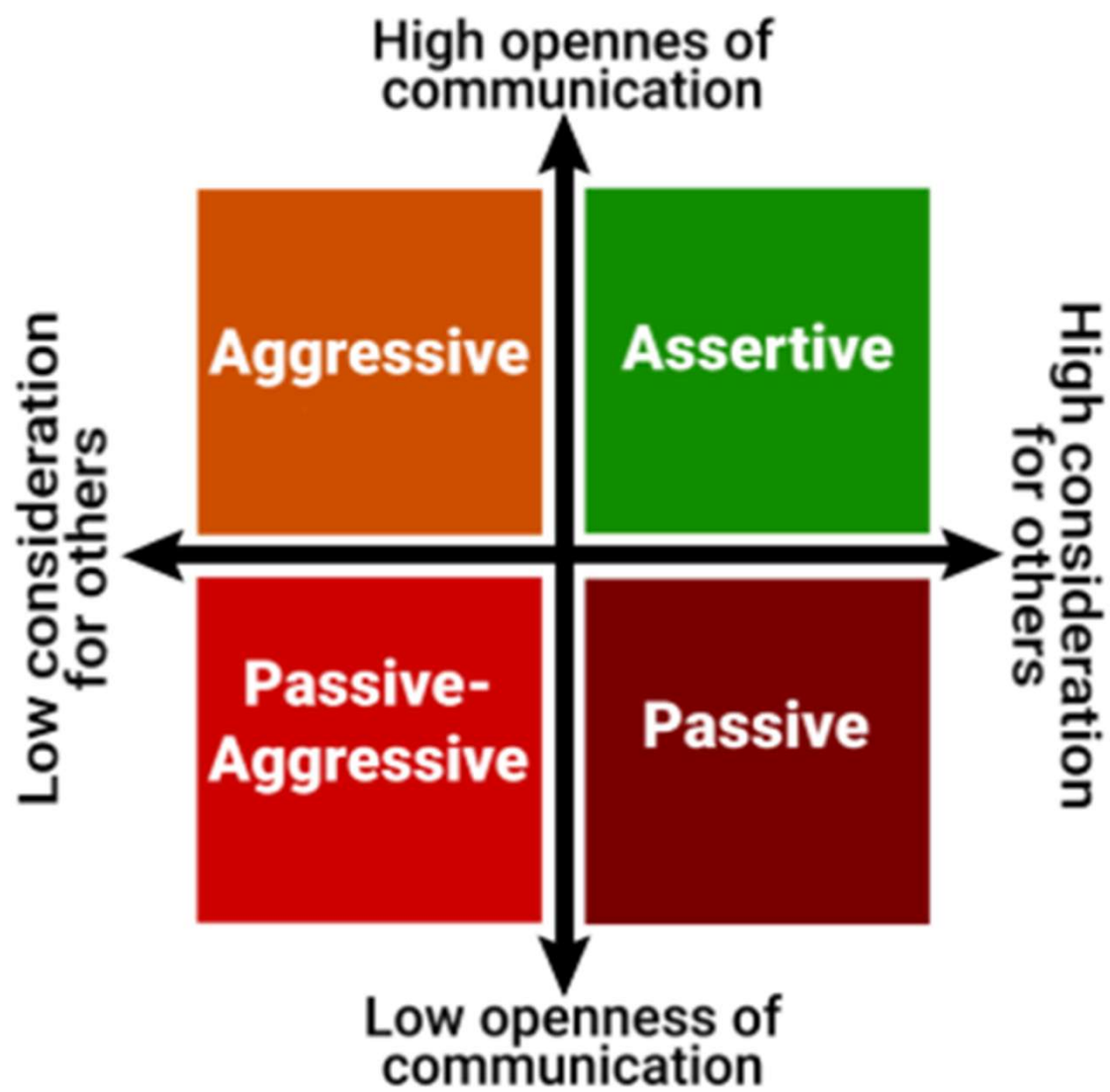
"I agree verbally, but act negatively."



4. Assertive

Expresses needs clearly, calmly, and respectfully while valuing others.

"My needs matter AND yours matter."



Styles Comparison Matrix

Communication Style	Core Behavior	Underlying Mindset	Impact on Relationships
Passive	Avoids expressing opinions or saying "No"	"Others' needs matter more than mine"	Leads to resentment and unfulfilled goals
Aggressive	Forces viewpoints disrespectfully	"Only my needs matter"	Creates fear, conflict, and defensive teams
Passive-Aggressive	Expresses disagreement indirectly/sarcasm	"I will get back at you secretly"	Erodes mutual trust and clarity
Assertive (Ideal)	Clear, respectful, boundary-setting	"We both matter equally"	Builds strong trust, respect, and productivity

Essential Team Skills

100%

Adaptability & Flexibility

Navigating Dynamic Team Environments

Team skills enable individuals to work effectively toward shared goals. While technical abilities matter, personal adaptability defines success.

- **Adaptability:** Ability to adjust smoothly to new software, structures, or challenges.
- **Flexibility:** Willingness to revise plans and approaches when needed.
- **Key Foundations:** Active communication, mutual respect, conflict management, and empathy.

Skill	Simple Meaning	Focus	College Example	Workplace Example
Adaptability	Adjusting to change (responding to change)	New situations	Classes change from offline to online → student learns to use the online platform.	Company introduces new software → employee learns and uses it.
Flexibility	Being willing to change your approach	Plans, methods or routines	Group project timing changes → student adjusts their schedule.	Manager asks for a different report format → employee changes their usual method.
Negotiation	Discussing to reach a mutually acceptable agreement	People & solutions	Group members have different meeting times → they discuss and choose a time suitable for everyone.	Employee has two urgent tasks → discusses priorities and deadlines with the manager.

3 Levels of Leadership



1. Self-Leader

Leadership begins within. Master self-discipline, time management, goal setting, and personal responsibility before leading others.



2. Leading Others

Guide and empower team members. Delegate effectively, communicate clearly, make decisions, and support team growth.



3. Active Followership

Great leaders are stellar followers. Active contributors listen, offer constructive feedback, take ownership, and support group success.

Developing Resilience

Bouncing Back from Setbacks

Resilience is the ability to cope with pressure, recover from failure, and keep moving forward. It is not about never feeling stress—it is learning how to navigate it.

Key Takeaway:

Resilience isn't "I must handle everything alone."
True resilience includes knowing **when to seek trusted support** and try again.



Diversity & Inclusion

♥ Unconditional Positive Regard

Treating every individual with dignity and acceptance, regardless of background, culture, or identity differences.

Note: Respecting someone does not require agreeing with everything they say; it means validating their fundamental human dignity.

💡 Why Diversity Drives Teams

Diverse perspectives directly enhance team performance and creativity:

- Brings fresh, out-of-the-box ideas
- Enhances complex problem-solving
- Drives innovation and sound decision-making

Effective Communication

Multiple Choice Questions

1. Communication is considered successful when the receiver:
 - (a) Speaks louder than the sender
 - (b) Ignores non-verbal cues
 - (c) Understands the intended message and provides feedback
 - (d) Agrees with everything said

2. Which of the following is a form of written verbal communication?
 - (a) Posture
 - (b) Notice
 - (c) Telephone call
 - (d) Eye contact

3. "Hearing" is best defined as:
 - (a) An active process requiring conscious effort
 - (b) Understanding and interpreting a message
 - (c) A physical ability to perceive sound automatically
 - (d) Giving feedback to a speaker
4. Shouting, blaming, interrupting, and dominating conversations are traits of which style?
 - (a) Passive
 - (b) Aggressive
 - (c) Assertive
 - (d) Passive-Aggressive

5. Saying "Fine, I'll do it" but intentionally delaying the work out of anger is an example of:
 - (a) Passive Communication
 - (b) Aggressive Communication
 - (c) Passive-Aggressive Communication
 - (d) Assertive Communication

6. Which team skill refers specifically to the ability to adjust to new situations or challenges?
 - (a) Flexibility
 - (b) Adaptability

(c) Negotiation

(d) Resilience

7. Dividing tasks according to individual strengths so both project partners are satisfied leads to a:

(a) Win-Lose outcome

(b) Lose-Lose outcome

(c) Win-Win outcome

(d) Passive outcome

8. Which leadership level focuses on self-discipline, time management, and taking personal responsibility?

(a) Leading Others

(b) Self-Leader

(c) Being a Good Follower

(d) Executive Leadership

9. Resilience DOES NOT mean:

(a) Learning from setbacks

(b) Recovering and trying again

(c) Never experiencing stress, sadness, or failure

(d) Seeking support when needed

10. What is the fundamental principle of Unconditional Positive Regard (UPR)?

(a) Agreeing with every opinion expressed by team members

(b) Treating people with dignity and acceptance despite differences

(c) Ignoring cultural background entirely

(d) Forcing others to conform to your style

Short Answer Questions

Q1. Name the 5 core elements of communication and briefly explain the "Feedback" element.

Q2. Compare verbal and non-verbal communication.

Q3. List four key characteristics of a good listener.

Q4. Define Assertive Communication and state its core mindset.

Q5. Contrast Aggressive Communication with Passive Communication.

Q6. What are Team Skills, and why are they important in workplace settings?

Q7. What is Negotiation? Name the three possible negotiation outcomes.

Q8. Outline the three levels of leadership.

Q9. How can an individual build personal resilience when facing difficulties?

Q10. Why is diversity beneficial to team performance?