Chapter 1: Communication Skills – IV

CBSE Class 12 – Artificial Intelligence Subject Code: 417 Core Skill Module Part of Employability Skills

🛡 Introduction

Communication is the foundation of all human interaction. Whether you're working in artificial intelligence or any other field, being able to communicate your thoughts clearly and professionally is essential. In Class 12, this **Communication Skills – IV** chapter focuses on **advanced communication skills** including professional conduct, verbal and non-verbal cues, and workplace etiquette, preparing students to thrive in both academic and professional environments.

📑 Detailed Content

1. Methods of Communication

There are three main types of communication methods:

✅ *Verbal Communication*
- Spoken words (face-to-face, phone calls, meetings)
- Key elements: tone, clarity, volume, speed
- Example: Team meetings, presentations, group discussions

✅ *Non-verbal Communication*
- Body language, facial expressions, gestures, posture, eye contact
- Important in interviews and professional interactions

✅ *Written Communication*
- Emails, reports, memos, notices
- Should be formal, concise, and free of errors
- Example: Writing emails to supervisors, creating project documentation

2. Importance of Communication Skills in AI and Work Life
- **Clear communication** helps in better collaboration with team members
- Necessary for presenting **project reports**, discussing models, and pitching AI solutions
- Helps in avoiding **misunderstandings**

- Builds **confidence and professional reputation**

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3. Communication Cycle

This represents how communication flows between sender and receiver.

↻ *Steps in the Communication Cycle:*

1. **Sender** – Originator of the message
2. **Message** – Information to be conveyed
3. **Encoding** – Converting idea into symbols or words
4. **Channel** – Medium (spoken, written, etc.)
5. **Receiver** – Person for whom the message is intended
6. **Decoding** – Understanding the message
7. **Feedback** – Response to the message (verbal or non-verbal)
8. **Noise** – Any barrier that disrupts communication (physical, emotional, semantic)

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4. Barriers to Effective Communication

✗ *Common Barriers:*

- **Linguistic barriers** – Different languages or vocabulary
- **Psychological barriers** – Stress, low self-esteem
- **Physical barriers** – Noise, distance, poor connectivity
- **Cultural barriers** – Differences in customs, beliefs
- **Organizational barriers** – Misaligned hierarchy, office politics

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5. Techniques to Overcome Barriers

- Listen actively and with empathy
- Speak clearly and concisely
- Ask for feedback to ensure understanding
- Avoid technical jargon when unnecessary
- Respect cultural and individual differences
- Use technology (emails, project management tools) efficiently

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6. Writing Skills for Professional Communication

✉ *Email Etiquette:*

- Use formal salutations ("Dear Sir/Madam")
- Keep the subject clear and short
- Be to the point and respectful
- Avoid using slang or emojis

- Close with polite phrases ("Regards", "Thank you")

📖 *Report Writing*:
- Write in a structured format (Introduction, Body, Conclusion)
- Use formal tone and factual language
- Important for documenting AI projects and outcomes

7. Team Communication and Interpersonal Skills
- Collaborating effectively in groups is vital in AI and IT fields
- Practicing **active listening**, **respecting others' views**, and **negotiation** are key
- Leadership and conflict resolution skills are a part of good interpersonal communication

8. Professional Conduct and Workplace Etiquette

✓ *Key Etiquette Guidelines:*
- Be punctual
- Dress professionally
- Maintain eye contact during conversation
- Respect privacy and personal space
- Use respectful language with peers and seniors
- Avoid interrupting others during meetings

👤💼 *Behavior in a workplace includes:*
- Using positive language
- Handling criticism gracefully
- Giving constructive feedback
- Following ethical principles

📌 Real-Life Applications in AI
- **Explaining AI models** to non-technical clients
- Writing **research papers and documentation**
- Communicating with **multidisciplinary teams** (developers, business analysts, end-users)
- Participating in **AI webinars, interviews, and conferences**

✓ Summary
- **Communication Skills – IV** refines your understanding of professional communication.
- It covers **verbal, non-verbal, and written communication**, and the importance of **etiquette and professionalism**.

- You learn how to navigate **barriers**, understand the **communication cycle**, and improve your **teamwork and interpersonal conduct**.
- These skills are essential not only in the AI industry but also in every career path and daily life.