

Types of communication : On the basis of medium of communication we can classify the communication in two types:

Verbal communication :

The communication which is done through the use of words whether oral or written is called as verbal communication. When we use our oral cavity (मुँह के अन्दर वाली गुहा) for communication it is called as oral communication, like face to face conversation, delivering speeches, group discussions, conversation through telephones , communication through radio , oral presentations etc. When communication is done through written words it is called as written communication like

communication through letters, through written reports, through emails , through books etc. Oral and written communication have their own limitations and merits.

Oral communication is a very quick means of communication.

A sender can easily convey his/her message through speaking effectively as oral communication allows them the proper use of body language which is not possible in written communication.

Written communication on the other hand can be used as a future reference. It can be planned and prepared carefully to avoid any kind of confusion.

Non Verbal Communication :

The communication done through the means other than words is called as nonverbal communication. As all of us are aware of this fact that whenever we speak something, our facial expressions , our gestures and postures , our eye contact , our tone of voice , speed of speaking , pauses taken etc. help us to convey our message effectively. These all make a part of nonverbal communication. We cannot separate these all from the words we are speaking. Other than these the use of time and its management , the space or distance between the sender and the receiver , the way of touching each other , even the silence also communicate many things. Sometimes we communicate through various visual and audio signs. These all come under the area of nonverbal communication, that means the transfer of messages without using words.

Now ,we shall have a brief view of elements of non-verbal communication:

1. Body Language :

Communication by means of facial expression , eye contact , movements of hand , legs and head , style of sitting and standing comes under the area of body language. Our body plays a very important role in conveying messages completely and effectively. Whenever we speak something automatically our facial expressions, our body movements, our eyes, help the receiver in understanding the meaning of the words spoken by us. These all are collectively called as our body language or the communication done through the body parts. We shall have a brief overview of all these components of the body language one by one :

Facial Expressions or Expression of thoughts through the use of muscles of our face is one of the important aspects of non-verbal communication. We communicate many ideas in our daily life through our facial expressions like our good or bad mood , our confidence or nervousness , our comfortable or uncomfortable state of mind , our fear or courage , our reaction as surprise or ease on knowing certain fact , our anger or acceptance for something etc.

Many times while communicating a message orally we use the movements of our hands , head and legs and sometimes we convey our messages without the use of any word just using the body movements. These body movements are termed as gestures. We move our head in two different ways to say “yes” or “no”. Many times we move our hands or make signs in different ways to convey exact meaning of our messages. The ways we sit and stand give the reflections of our personality and attitude. These manners of sitting or standing are called as postures. Postures provide additional information about the speaker like about his confidence or nervousness , tenseness or relaxation etc.

Our eyes also help us in communicating deep feelings of heart. While talking to someone usually our main focus is on his eyes and we try to make a regular eye contact to that person as a sign of his or her comprehension or reception of the message. If we are not confident while conveying an information we shall not be able to maintain a regular eye contact with the listener of the message.

2. Para Language :

Communication by means of tone of voice , pitch of voice , speaking speed , use of pauses etc. How something is said using various features of voice , comprises paralanguage. Whenever we speak something our speech accompany certain tone, pitch , stress given on particular words or parts of words, speaking speed and pauses etc. Tone of one’s voice can change the meaning of the spoken words. Tone can be comic , serious, sad , pleasant , friendly , sarcastic, light , heavy etc. The pitch of voice can be defined as the frequency of vibration of vocal cords of a person. The speaker should use different pitches while speaking to avoid monotony in speech and to make listener attentive to listen. Stress given on different words can also change the meaning of a particular sentence. People generally use a particular speed of speaking.

3. Space Language or Proxemics :

The distance which we maintain with people also communicates many things like our personal relationship, our level of intimacy with that person etc.

4. Language of Touch or Haptics :

Communication and interaction done through touch is termed as Haptics.

5. Time Language or Chronemics:

How a person uses time reflects many aspects of his personality like his punctuality or carelessness towards various issues related to his life.

6. Sign Language:

Communication done through the use of audio and visual signs like road signs, maps , horns , sirens etc.

7. **Silence :**

Silence also acts as a means of communication. Depending upon the situation sometimes it expresses agreement or disagreement upon a matter.