

Part A - Communication Cycle - Chapter 2

1. What is meant by 'Communication Cycle'?

The communication cycle refers to the ongoing process of exchanging information between two or more individuals. It's a circular model that emphasizes the back-and-forth nature of communication, where each step influences the next. Here's a breakdown of the key components:

1. Sender: The individual who initiates the communication and has a message to convey. This person formulates the message in their mind, which is called **encoding**. They then choose a channel, like speaking, writing, or using gestures, to transmit the message to the receiver.

2. Message: The information the sender wants to share. This can be verbal (spoken words), nonverbal (facial expressions, body language), or written (text, email).

3. Channel: The medium through which the message is sent. Common channels include face-to-face conversation, phone calls, emails, text messages, social media posts, and even body language. The chosen channel can impact how the message is received and interpreted.

4. Receiver: The individual who receives the message from the sender. They **decode** the message, which means trying to understand the meaning based on their own experiences, knowledge, and cultural background.

5. Feedback: The receiver's response to the sender's message. This can be verbal, nonverbal, or both. Feedback helps the sender gauge if the message was received and understood as intended. It also allows for clarification or further discussion if needed.

6. Noise: This refers to any interference that can distort or disrupt the communication process. Examples include background noise, language barriers, cultural differences, or even the sender's own emotions. Effective communication involves minimizing noise to ensure the message is clear and understood.

2. Explain the types of feedback?

Feedback is of following types

- Descriptive Feedback
- Specific Feedback

- Non-Specific Feedback

Descriptive feedback is a type of feedback that provides specific, detailed, and objective information about a person's performance or behavior, focusing on what was done well and what can be improved. It is factual, constructive, and often includes suggestions for improvement rather than just praise or criticism.

Key Characteristics of Descriptive Feedback:

- **Specific & Clear** – Focuses on particular aspects rather than general statements.
- **Objective & Factual** – Based on observations rather than personal opinions or emotions.
- **Actionable** – Provides guidance on how to improve rather than just pointing out mistakes.
- **Balanced** – Highlights both strengths and areas for improvement.

Specific feedback is feedback that is clear, detailed, and directly related to a particular action, behavior, or performance. It avoids vague or general statements and instead provides precise information on what was done well or what needs improvement.

Key Characteristics of Specific Feedback:

- **Detailed & Focused** – Addresses a specific part of the performance, not general praise or criticism.
- **Objective & Measurable** – Based on observable actions, not personal opinions.
- **Actionable** – Gives clear guidance on what to continue doing or how to improve.
- **Timely** – Given soon after the event to be relevant and useful.

Non-specific feedback is vague, general, and lacks clear details about what was done well or what needs improvement. It does not provide actionable insights, making it less effective for learning or growth.

Key Characteristics of Non-Specific Feedback:

- **Too General** – Lacks details about what was good or bad.
- **Not Actionable** – Does not guide improvement.
- **Lacks Context** – Doesn't specify which part of the work or behavior is being addressed.

3. What is the importance of feedback?

Feedback plays a crucial role in various aspects of our lives, acting as a **catalyst for growth and improvement**. Here are some key reasons why feedback is important:

1. Enhances Learning and Development:

Feedback provides crucial information about our strengths and weaknesses, enabling us to identify areas where we excel and aspects that require improvement. This knowledge empowers us to learn new skills, refine existing ones, and bridge any gaps in our understanding. Whether it's in academic studies, professional settings, or personal growth, feedback serves as a valuable learning tool.

2. Promotes Growth and Motivation:

Receiving positive feedback can be highly motivating, reinforcing our efforts and encouraging us to continue striving for excellence. Even constructive criticism, when delivered effectively, can motivate us to learn, improve, and overcome challenges. Feedback helps individuals see their potential and work towards achieving their goals.

3. Improves Performance:

By identifying areas needing improvement, feedback allows individuals to adjust their approach and refine their skills. This leads to better performance in various aspects, from academic performance to work productivity to artistic endeavors. Feedback helps individuals close the gap between their current performance and their desired outcome.

4. Builds Stronger Relationships:

Constructive feedback can foster trust and respect within relationships, both personal and professional. It demonstrates care and a genuine interest in the other person's development. When feedback is delivered thoughtfully and received openly, it can strengthen communication, collaboration, and mutual understanding.

5. Ensures Alignment and Clarification:

Feedback is crucial in ensuring everyone is on the same page and working towards shared goals. In professional settings, feedback helps identify any misunderstandings or misinterpretations of instructions, allowing for timely clarification and course correction. This avoids wasted effort and ensures

projects are aligned with expectations.

6. Provides Guidance and Direction:

Feedback can offer valuable guidance and direction, especially for individuals who are new to a task or undertaking a challenging project. It helps them understand what is expected, identify potential roadblocks, and navigate the process more effectively.

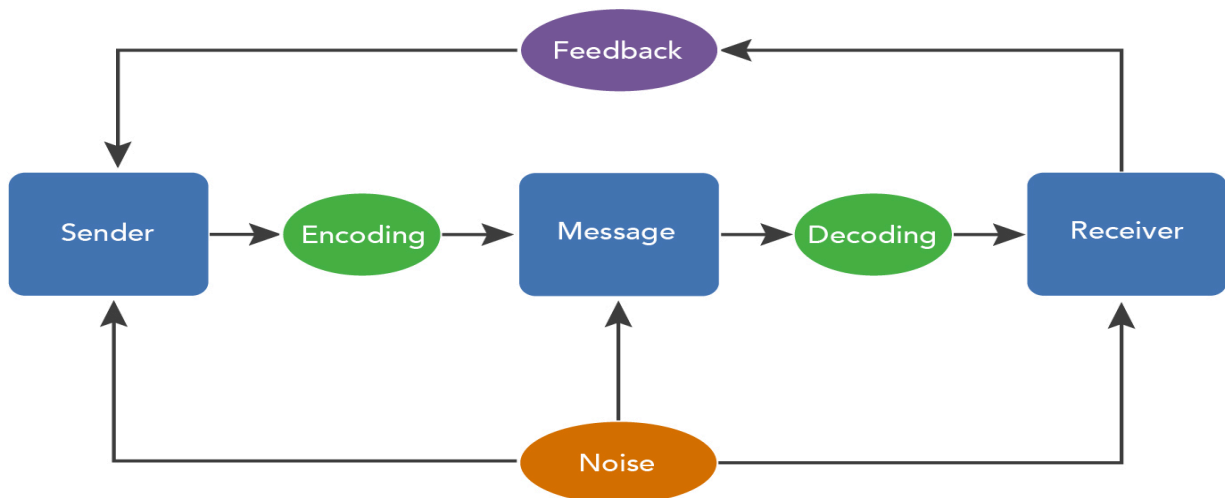
4. What are the factors that should be considered while giving descriptive feedback?

The following points should be taken into consideration to make descriptive feedback effective.

1. Feedback should be goal oriented.
2. It should be actionable.
3. It should be user-friendly.
4. It shall be in time or timely.
5. It should be continuous and consistent.

5. Discuss communication cycle with an example.

The **communication cycle** is a process that describes how information is transmitted, received, and understood between individuals. It consists of several stages that ensure effective communication.



Imagine a manager wants an employee to complete a report.

1. **Sender:** The manager.
2. **Encoding:** The manager thinks about the task and phrases it clearly in an

email.

3. **Message:** "Please complete the sales report by Friday and include last quarter's data."
4. **Channel:** Email.
5. **Receiver:** The employee receives the email.
6. **Decoding:** The employee reads and understands the request.
7. **Feedback:** The employee replies, "Got it! I'll complete it by Friday."

This cycle continues as communication flows back and forth.
