

Communication Competence

It is difficult to define communication competence. We know an incompetent communicator only when we hear one. It can be defined simply as, "Competent communicator have the adequate abilities to make ideas known to others by talking or writing."

Elements of Communication competence

1. संचार प्रक्रिया की समझ/Understanding the communication process
2. आवश्यक शाब्दिक और/या गैर-शाब्दिक संचार व्यवहारों को प्रकट करने की क्षमता/to produce necessary verbal and/or nonverbal communication behaviors
3. संचार के लिए सकारात्मक भावात्मक लगाव/a positive orientation towards communication.

Assertiveness

According to oxford learners dictionary, "It is the quality of expressing opinions or desires in a strong and confident way, so that people take notice." Being assertive means being able to stand up for your own or other's people right in a positive way without being either aggressive or passively accepting wrong. It is the balance point between passive and aggressive behaviour.

This includes:

- Managing emotions
- Active listening
- Gratitude and being grateful
- Fairness

EXERCISE

Directions: This questionnaire lists 20 personality characteristics. You have to indicate the degree to which you believe each of these characteristics applies to you., as you normally communicate to others. You have to mark it

- 5- if it strong applies,
- 4- agree that it applies
- 3- are undecided
- 2- disagree that it applies

1- Strongly disagree that it applies

Record your first impression.

| Serial No. | Personality characteristics | Strongly agree | | | | Strongly disagree |
|------------|------------------------------|----------------|---|---|---|-------------------|
| 1. | helpful | 5 | 4 | 3 | 2 | 1 |
| 2. | Defend own beliefs | 5 | 4 | 3 | 2 | 1 |
| 3. | independent | 5 | 4 | 3 | 2 | 1 |
| 4. | Responsive to others | 5 | 4 | 3 | 2 | 1 |
| 5. | Forceful | 5 | 4 | 3 | 2 | 1 |
| 6. | Has strong personality | 5 | 4 | 3 | 2 | 1 |
| 7. | sympathetic | 5 | 4 | 3 | 2 | 1 |
| 8. | compassionate | 5 | 4 | 3 | 2 | 1 |
| 9. | assertive | 5 | 4 | 3 | 2 | 1 |
| 10. | Sensitive to needs of others | 5 | 4 | 3 | 2 | 1 |
| 11. | dominant | 5 | 4 | 3 | 2 | 1 |
| 12. | Sincere | 5 | 4 | 3 | 2 | 1 |
| 13. | gentle | 5 | 4 | 3 | 2 | 1 |
| 14. | Willing to take stand | 5 | 4 | 3 | 2 | 1 |
| 15. | warm | 5 | 4 | 3 | 2 | 1 |
| 16. | tender | 5 | 4 | 3 | 2 | 1 |
| 17. | friendly | 5 | 4 | 3 | 2 | 1 |
| 18. | Act as a leader | 5 | 4 | 3 | 2 | 1 |
| 19. | aggressive | 5 | 4 | 3 | 2 | 1 |
| 20. | competitive | 5 | 4 | 3 | 2 | 1 |

Source: J.M. Wiemann's, "Explication and test of a model of communicative competence."

Items 2, 3, 5, 6, 9, 11, 14, 19 and 20 measure assertiveness. Add the scores on these items to get your assertiveness score. Items 1, 4, 7, 8, 10, 12, 13, 15, 16 and 17 measure responsiveness. Add the scores on these items to get your responsiveness score.

