

Mode Of Communication

- **Formal Communication:**

Formal Communication refers to communication that takes place through legal channels in an organization. That kind of communication takes place between managers or employees of the same class or between high and low and vice versa. It may be oral or written but a complete record of that communication is kept in the organization.

- **Informal Communication:**

Informal communication is defined as any communication that occurs outside of the official channels of communication. Informal communication is often referred to as the 'vine' as it spreads throughout the organization and on all sides regardless of the level of authority.

- **Verbal communication:**

Communication occurs through verbal, verbal or written communication that conveys or conveys a message to others is called oral communication. Verbal communication is the use of language to convey information verbally or in sign language. Verbal communication is important because it works well. It can be helpful to support verbal Non-verbal communication Any non-verbal communication, spoken words, conversation and written language is called.

- **Non-verbal communication:**

It occurs with signs, symbols, colors, touches, body or facial features. Insignificant communication is using body language, body language and facial expressions to convey information to others. It can be used both intentionally and deliberately. For example, you may have a smile on your face when you hear an idea or a piece of interesting or exciting information. Open communication is helpful when you are trying to understand the thoughts and feelings of others.

GROUP DISCUSSION

Group discussion is formed by combining two different words i.e. group and discussion. Here, group means a number of people or things that are put together considered as a unit whereas the word 'discuss' is derived from the Latin 'discutere', which means to shake or strike. Thus 'discussion' refers to examine the topic thoroughly to reach a conclusion. Collectively, it is called Group discussion which means the exchange of ideas by participated candidates on a specific subject or topic. The whole concept is to bring collectively a unit of people on a common platform to share their ideas.

Generally, group discussion is a method used by the companies or organizations to check whether the candidates have certain personality or skills which are must for their members or employees. Nowadays, group discussions have become a main stage in the recruitment process. In this discussion, the group of applicants or candidates is given a topic or a scenario and few minutes are provided them to think about the same, and then asked to discuss the situation among them for a limited time. Organizations conduct group discussion after the written test

so as to test the interactive skills of the candidates and how good they are at interacting with other people. Group discussion also tells about how candidates behave, participate and contribute in a group. Also, recruiters come to know about how much importance applicants give to the team objectives as well as their own, how well they listen to viewpoints of others and how open-minded are they in accepting the views contrary to their own. Group Discussion is conducted to evaluate your following skills:

- Confidence.
- Effective Communication.
- Quality of Language.
- Listening Skills.
- Assertive Attitude.
- Paraphrasing Skills.
- Leadership.

Types of Group Discussion

Generally, group discussion categorized into two categories i.e. Topic-based group discussion and Case-based group discussion as discussed below.

- **Topic-Based Group Discussion:** In this discussion, a topic is provided to the candidates about what they have to perform the discussion. This logic has been drawn from the actual work scenarios. In this discussion, the given topics are of three kinds i.e. Factual topics, Controversial topics and Abstract topics (related to intangible things).
- **Case-Based Group Discussion:** Instead of the topics, small cases are handover to the candidates which leads to the questions and they have to discuss those questions. This will help in finding out the problem-solving abilities of the candidates.

Purpose of Group Discussion

There are several purposes for group discussions. Some of them are listed below:

- To reach a solution on an issue of concern.
- To generate new ideas for solving a problem.
- For choosing the applicants after the written test for a job or for admission to educational institutes.
- To train ourselves in various interpersonal skills.

Importance of Group Discussion in Education and Learning

Group discussion plays a vital role in a student's life. Group discussions in the classroom are not only beneficial for a student's social skills only but also enhance their educational development and learning too. Some of the benefits of GD in a student's life are discussed below.

- **Enhance Critical Thinking:** Group discussion is used in a classroom to improve learning, asking open-ended questions will encourage critical thinking and help students think for themselves
- **Help with Understanding:** Group discussion use to help students to understand a topic or concept deeply which will stay for a long time in their minds.
- **Improve Communication Skills:** It is also used to improve communication skills as it can encourage students to become more confident in speaking up and asking questions. This will help them improve their communication in the long run because it should make them more confident to ask if they're stuck and need help.
- **Improve Interest in Lessons:** It improves learning, as group discussion invites the students to be the speakers. This helps students as it can maintain their focus and concentration to hear another voice instead of listening to the same teacher, which holds their attention.
- **Provide the Feedback:** When learners discuss and explain the concepts to each other aloud in a group, it helps the teacher to hear if they have learnt a concept or not. This is a perfect feedback on teaching. It means that, if the teacher sees that they don't understand something clearly, they can help them by stepping in and adding some more context or information in their discussion.

Importance of Group Discussion in Selection Process

Nowadays group discussion is being used along with personal interviews and written exams for the final selection of applicants. It plays a key role in selecting the best among the best. It is one of the best tools to study the behavioural and attitudinal responses of the applicants or the candidates. With the help of group discussion, many things for a particular candidate can be assessed, such as his/her mental capacity to think, creative mind, analytical abilities, comprehending a subject and then speaking on it, awareness, attitude, and energy levels. Some of them are detailed below:

- **Assertiveness:** Confidence level of a candidate shows up in a group discussion. It is assessed that how confident candidates are, while putting up their opinion in front of others.
- **Team Work:** While working for a company, it is very important to work as a part of the team in an assigned project. This quality is really important and this will be evaluated through group discussion. You not only put your own points but also listen to others and then come to a concluding point.
- **Leadership Qualities:** Group discussion clearly indicates who amongst all the participants is taking the lead and who is a passive contestant. As a good leader gives the entire discussion a good direction and takes it forward whenever it is moving from the main topic. This quality is also evaluated through this process only.
- **Communication Skills:** As communication skills are must in every field of work. These are evaluated through a structured group discussion.

Do's of Group Discussion

There are several things about which you have to be careful while group discussion.

- Speak pleasantly and politely in the group.
- Respect and recognize the contribution of every member and represent it with a nod or a smile.

- Agree and acknowledge whatever you find interesting.
- Disagree politely because it is a discussion and not an argument.
- Do a mental revision of what you are going to say. Think of how you can best answer the question or contribute to the topic.
- Stick to the theme of discussion and not get engaged in other irrelevant discussions.
- Follow etiquettes while speaking.
- Be confident.

Don'ts of Group Discussion

Some of the don'ts are listed below about which you have to be careful while presenting yourself in front of others.

- Don't lose your temper. It is a group discussion, not an argument.
- Don't speak loudly or aggressively. Always use a moderate tone and a medium pitch.
- Don't do gestures like finger pointing and table thumping. This can appear aggressive, so limit your body gestures.
- Don't dominate the discussion. As confident speakers should allow the quieter, a chance to speak up and contribute to the discussion.
- Don't draw too much on personal experience.
- Don't interrupt when someone else is speaking. Wait for a speaker to finish before you speak.