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{@Ca foundation2 }
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ACHIE



Description

- ★ **CA Foundation Telegram Channel ~**
- ☞ **handwritten and revision Notes**
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- ★ **CA inter channel-**
- ☞ **@cainterachieverscomerceclasses**

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Chp. 1 COMMUNICATION

- **Communication** (from Latin communicate, meaning "to share")
- is a process of exchanging
 - information,
 - ideas,
 - thoughts,
 - feelings and emotions
 - through speech, signals, writing or behaviour.

Types of Communication

Verbal (use of words)

Communications

Oral

- spoken word
- formal & informal
- Effective oral depend on clear speech

Non Verbal

Communication

Wordless Communication

Visual

- powerful medium
- Visual like graph, pie chart

Vertical
upwards or downwards

प्रतिभाषा और शक्ति संबंध

Horizontal
(At the same level)

Formal

(follow certain rules)

Diagonal
(cross-functional communication)

Informal

(casual, friendly and unofficial)

Written

- chat platforms
- Mandatory forms in business
- effectiveness

Physical non-verbal

- An individual's body language,
- facial expression, stances, gestures, tone, etc.

Paralanguage

→ The way you say something, more than the actual words.

- e.g. voice quality, intonation, pitch, etc

Aesthetic

→ convey the ideas and thoughts of the artist

in art forms such as dancing, painting.

Appearance

→ the first thing noticed about a person

dress code, formal

Symbols

→ such as religious, status,

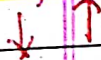
eg. building symbol

Network in communication

Vertical Network

- formal network
- between higher-ranking employees and subordinate
- two-way communication
- immediate feedback

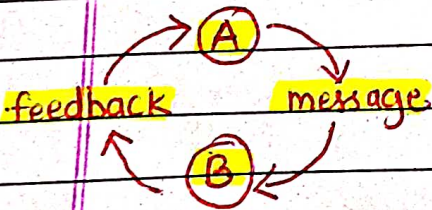
superior



subordinate

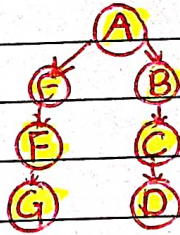
Circuit Network

- two person communication
- can be at the same level



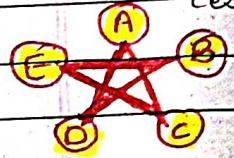
Chain Network

- chain of command
- senior to junior
- communication starts from top to down
- communication it takes up time
- may not be clear



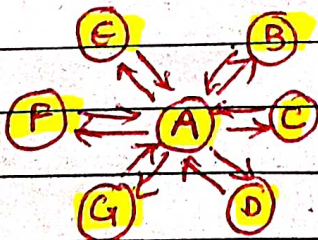
Star Network

- Multiple channels
- open between all members
- essential in teamwork
- freely & without hindrances



Wheel & Spoke Network

- A single authority / single controlled authority
- All employees direct to report to him.
- work in small company
- It cannot work for large organisation
- It depends upon the efficiency of central person.



THE CHARACTERISTICS OF EFFECTIVE COMMUNICATION

1. Clarity

- purpose of message clearly.
- language should be simple and short
- convoluted sentences lost core message.
- easy to grasp the intent

3. Concreteness

- The content of your communication should be tangible
- Base it on facts and figures and data.

5. Completeness

- conveys all facts and information
- helps in building company's reputation & also better decision-making.

4. Coherence

- Coherent in writing and speech refers to the logical bridge, between words, sentence, and paragraphs.
- logical presentation
- topic should be relevant and interconnected.

6. Courteousness

- courtesy implies that the sender is polite, considerate, respectful, open & honest.
- Make sure nothing offensive or with hidden negative tone is included.

7. Listening for understanding

- A good listener doesn't only listen to the spoken words, but observes carefully the nonverbal cues to understand the complete message.

8. Focus and Attention

- Keeping your focus and attention during the communication is imperative for effective communication.
- multiple activities can distract you.

9. Emotional Awareness and Control

- emotions play a major role.

2. Conciseness

- Brevity is the essence of business communication
- Avoid using irrelevant words or adjective.
- e.g. 'you see', 'no repetition'

BARRIERS IN COMMUNICATION

Physical Barriers:

- noise, technical disturbances, outdated equipment, distant location, office door, separate areas for people, old technologies can lead to problems in transmission of message.

2. Organisational structure barriers:

- system, structure and process in the organisation are not clear.
- If the chain of command is unclear, a person may not know whom to contact for a particular issue.

3. Language Barriers:

- Language can create many obstacles in communication.
- Difficult words, ambiguous words, create hurdles.

4. Cultural Barriers

- different culture in order to communicate effectively with each other people every organisation has its own culture.

5. Emotional Barriers

- one of the chief barriers to open and free communication is the emotional barriers.
- feeling and sentiments affect our ability to communicate and its quality.

6. Attitude Barriers

- Personal attitude of employees can affect communication within the organisation.
- It can be introvert or extrovert.

7. Perception Barriers

- Each one of us perceives the world differently and this cause problems in communicating.

8. Physiological Barriers

- health, poor eyesight, hearing diff. cultures or any other physiological problems create hurdles.

9. Technological Barriers:

- constantly upgraded and new formats.
- Anyone who is not tech friendly struggles to communicate effectively via the medium.

Chp. 11. WRITING FORMAL MAILS

Format of Formal Mails

From: Name of sender

To: Name of recipient

CC: carbon copy (visible to everyone)

BCC: Blank carbon copy (Not visible to cc)

Subject: clear and consisely

Salutation: Dear Sir/Madam, Dear Mr. shah, Hi all.

Main Body: Main content

Closing: suggestion, feedback

Attachments: documents

Signature: name, designation, address, signature, etc.
company name

• RTP NOV. 21

Write a mail to one of the customer of your company's product 'Tummy Trimmer' to write a review about the product.

Ans:-

From: ABC@gmail.com

To: xyz@yahoo.com

CC/BCC:

Subject: Review of tummy trimmer (A one)

Dear Sir/Ma'am,

I hope you're having a great day. We are glad to receive your mail regarding our product "Tummy Trimmer". We appreciate your trust in our company. Thank you for giving your valuable response.

You are requested to submit your comments or suggestion about our product. We will feature it on our commercial TV campaign and newspaper advertisement.

Your review is our wealth. Looking forward for your quick response. If you need any assistance from our side please contact us without any hesitation.

ABC@gmail.com

Sales Manager

PQR company

Resume

Chronological
Resume

> Recent work

Functional
Resume

> suited for
people who
have gaps in
their careers.

> fresh graduate

Combination
resume

> mix of both

* Objective

- ① Secure a responsible career opportunity to fully utilize my training & skills, while making a significant contribution to the success of the company.
- ② Seeking a position of accountant in your organization to utilize my educational qualification and analytical skills for mutual growth & success. — functional resume
- ③ A highly organised and hardworking individual looking for a responsible position to gain practical experience.

May 2020

- RIP question of Resume.

You are Anil or Anita. You are applying for post industrial training at ABC limited. Please draft your resume.

→
Anita

Phone: 925789XXXX

Email: anita@gmail.com

Address: 22 Deepriya apt, Mumbai, Maharashtra.

Career Objective

Secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.

Technical Skills

- Well versed with Excel, Tally.
- Well versed with Auditing Software.
- Basic knowledge of finance.

Personal Skills

- Hard-working
- Good Communication skills
- Ability to work in team
- Ability to work independently.

Education.

Sr.no	Examination	Institute	Year	Percentage
1.	CA Intermediate	ICAI	2021	60%
2.	Higher Secondary	N.G. Vartak (SSC)	2018	85%
3.	Secondary	SSC	2017	70%

Language

- English, Hindi, Marathi, Maithili

Hobbies

- Reading, Travelling
- Painting, Listening Music

Personal Details

- Gender - Female
- Nationality - Indian
- Status - Single

References

XYZ

Manager.

email:- xyz@gmail.com

Declaration

I solemnly declare that all the above information is correct to the best of my knowledge and belief.

Date :- 18/01/2022

Place: Mumbai

Idioms :-

1. **Bed of roses** :- A comfortable life with ^{all} luxuries.
2. **Hard nut to crack** :- A difficult thing to do.
3. **French leave** :- A uniform leave.
^{to take}
4. **Complete ~~meal~~ meal** :- Square ~~meal~~ meal (healthy meal).
^{meal}
5. **Other fish to fry** :- Other important work to do.
6. **To beat black and blue** :- To beat very badly
7. **Speak and span** :- very neat, clean and organised.
8. **A cold reception** :- unwelcome or indifferent
9. **kith and kin** :- one's relative and friends
10. **All and sundry** :- One and all
Restaurant is open for all & sundry
11. **A fair wether friend** :- ~~friend~~^a friend only in good time.
Don't make a fair wether friend
12. **Beat around the bush** :- Divert from the main topic
Stop beating around the bush
13. **A ball is in your court** :- Your turn, your chances.
We did what we could, and now the ball is in your court.
14. **Face the music** :- to accept criticisms or punishment for something you have done.
eg:- If you have done something wrong, you have to face the music. or. If you don't complete the project on time, you will have to face the music when the boss asks for a ^{status} report.
15. **A bolt from the blue** :- an unexpected disaster
The news of corona cases was a bolt from the blue.
16. **At the drop of a hat** :- Immediately or Instantly
He proposed champa and she rejected at the drop of the hat
17. **Lion's share** - A major part
I want a lion share of pizza.