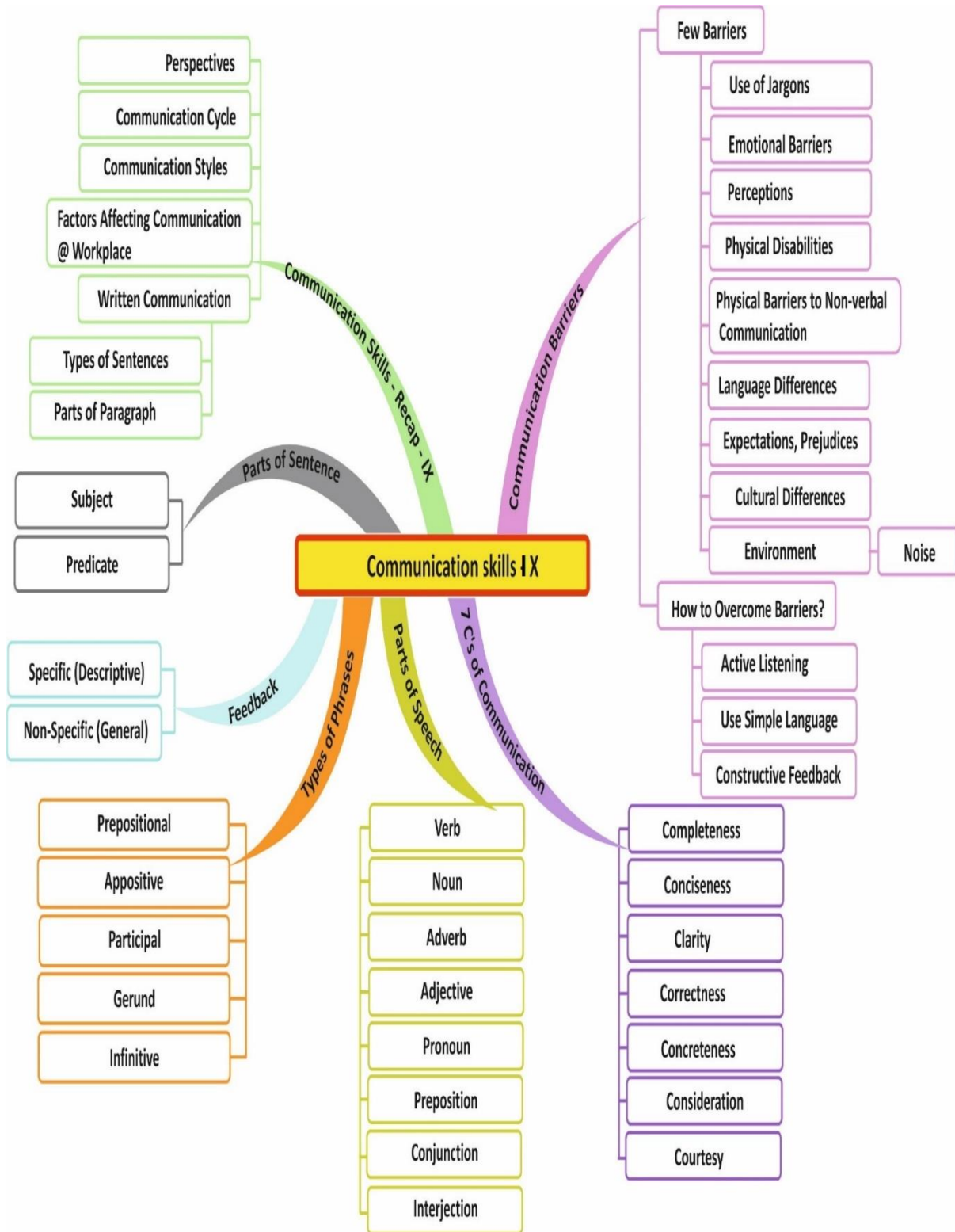


# Chapter- 1 COMMUNICATION SKILLS-I

## Memory Maps

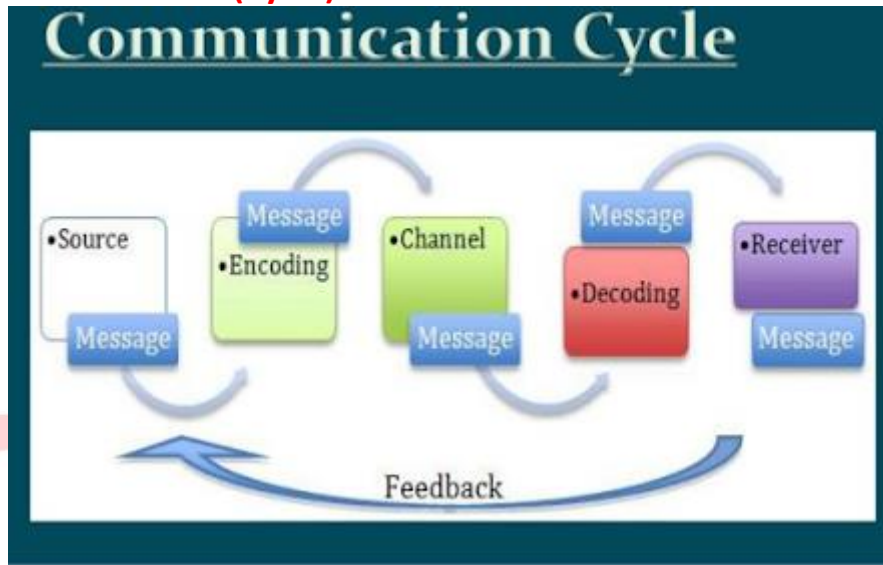


### Session 1: Introduction to Communication

#### What is communication?

Sharing of information from one person to other by speaking, writing, signals or by any other means is called communication.

#### Communication Process (Cycle) or Elements of Communication



- **Sender:** the person who is starting the communication
- **Message:** the information that the sender wants to send
- **Encoding:** The way the sender wants the message to be looked like.
- **Channel:** From which medium the message travels.
- **Receiver:** the person who receives the message
- **Decoding:** What the receiver understands
- **Feedback:** the receiver's response to the message.

#### Perspectives in communication

Perspectives are fixed ideas and thoughts regarding something. For Example, you have fixed the thought that your school principal is very strict so you will not be able to talk to him friendly. You always think that he is very strict.

#### Factors affecting perspectives in communication

Here are some factors which affect perspectives.

**Language:** The language is used in communication

**Visual Perception:** how the person looks

**Past Experience:** Your past experience which him

**Prejudice:** some fixed idea about the person

**Feelings:** How are you feeling at that time

**Environment:** the environmental condition during communication

**Personal factors:** Personally, how are you attached to him

**Culture:** Your culture and his culture are also a factor

#### Effective Communication.

The communication in which the receiver gets the best possible message that the sender wants to convey. In other words, if the receiver gets the appropriate message that the sender wants to convey is called effective communication.

### 7C's of Effective Communication

Clear	Concise	Concrete	Correct	Coherent	Complete	Courteous
Be clear about what you want to say	Use simple words and say only what is needed	Use exact words and phrases	Use correct spellings, language and grammar	Your words should make sense and should be related to the main topic	Your message should have all the needed information	Be respectful, friendly and honest

### Session 2: Verbal Communication

#### Communication Styles/Methods

There are four main categories or communication styles including verbal, non-verbal, written and visual.

#### Verbal Communication

In Verbal Communication words are used to communicate. This is the most common type of communication. As in this type, words are used so it is very important to use appropriate word otherwise it will cause confusion.

#### Advantages of verbal communication

It is very easy and quick as you can exchange ideas by saying words.

#### Disadvantages of verbal communication

Since it depends on words then it is very important to use correct words so that other person can understand easily.

#### Written Communication

It is an act of communicating through written words. Just like when you send messages by written mode or the information written in newspaper, books etc.

#### Advantages of written communication

- ❖ -It is a permanent record
- ❖ -It can be circulated easily
- ❖ -Suitable for future references

#### Disadvantages of written communication

- ❖ -It takes time to write documents

- ❖ -Once written it is difficult to change
- ❖ -It requires good knowledge of language and grammar
- ❖ -Receiver can interpret it in the wrong way

### Public speaking

Speaking in front of a large number of people is called public speaking. It is very difficult for any person to speak in front of many audiences. So 3ps of Public speaking gives an idea to improve this skill.

#### 3Ps of Public Speaking

**Prepare:** First of all be prepared for what you are going to speak.

**Practice:** Practice in front of a mirror helps to overcome the fear of the audience.

**Perform:** Then perform in front of people. Take a long breath. This will help you when you are nervous.

### Session 3: Non-Verbal Communication

Non-verbal communication is the way of expressing ourselves without using words. We can send many messages without using words, for example, can send a message through expression, eye contact, touch etc. More examples are given below



#### Importance of non-verbal communication

In our daily life, we see that most of the communication is non-verbal. Many times we express ourselves just by using our eye contact or by hand movements. So we can say that non-verbal communication is very important in our life.

#### Visual communication

This is also a very important type of communication. Sending a message through images is very popular as you can see many advertisements on the roadside and signboards all these contain much information but in form of images. It is not bounded to any language anyone can understand what is being expressed in the image.

**Session 4: Writing Skills: Parts of Speech**

From these sessions, you are going to study those topics which comes in the English language. All these topics are not relevant to the Employability skills Class 9 examination. So we will discuss only some important concepts.

**There are 8 Parts of Speech**

**Noun:** Words for people, place and things

**Pronoun:** Words used in place of Noun

**Adjective:** Word used to describe Noun or Pronoun.

**Verb:** Doing words

**Adverb:** Words used to describe Verb. Ex-fast, Slow

**Preposition:** Used before Noun or Pronoun to show its position. Ex- on, in, at

**Conjunction:** Used to join words or group of words. Ex- Because, and

**Interjection:** It shows Emotion. Ex- Alas, Hurrah

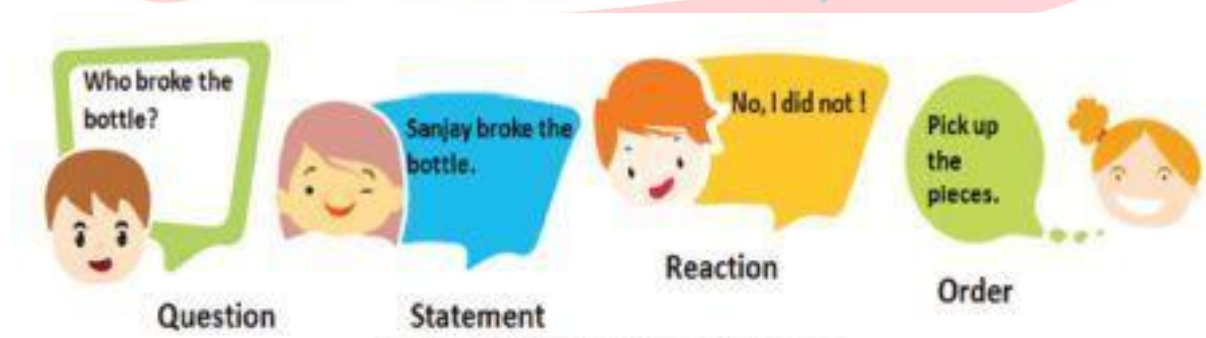
**Session 5: Writing Skills: Sentences**

Types of sentences

Active and passive sentences. Example:

- Rahul plays cricket.
- Cricket is played by Rahul.

Types of sentences (according to their purpose)

**Session 6: Pronunciation Basics**

Correct pronunciation of words is very important to communicate well. Listen to correct speeches and practising more and more you can achieve good pronunciation of words.

**Different Sounds in English**

**Vowels:** There are 5 vowels in the English language like a, e, i, o, u

**Consonants:** A total of 21 Consonants are there.

**Diphthongs:** Combination of two vowel sounds like ou, ea

**Session 7: Greetings and Introductions**

Types of greetings

**Formal greetings:** It is used when you don't know the person or to greet elderly people.

**Informal greetings:** It is used to greet friends, family or a person known to you.

### Session 8: Talking about Self

Talking about yourself means introducing yourself. While introducing yourself keep it concise and tell some basic things like name, age, address, likes, dislikes.

### Session 9: Asking Questions I

5W+1H Method for Asking Questions

Who Where Where When What Why How

### Session 10: Asking Questions II

There are two types of questions

1. **Close-ended:** The question which has answered only 'Yes' or 'No'. Options in the answer are limited.

2. **Open-ended:** These types of questions can have a variety of answers

## Session wise Questions: (1 mark and 2 marks)

### Session 1: Introduction to Communication

#### MCQ

1. What is the purpose of communication?
  - (a) Inform (tell someone about something)
  - (b) Influence (get someone to do something you want)
  - (c) Share thoughts, ideas, feelings
  - (d) All of the above
2. Which of the following methods are used to receive information from the sender through a letter?
  - (a) Listening
  - (b) Speaking
  - (c) Reading
  - (d) Writing
3. How do you receive information on phone?
  - (a) Listening
  - (b) Speaking
  - (c) Reading
  - (d) Writing

**ANS:- 1. (d) 2. (c) 3. (a)**

4.

**Match the columns**

Column A: Communication Barriers	Column B: Examples
1. Language	A. Trying to read a book when somebody else is watching TV in the same room.
2. Emotional	B. In some cultures, wearing shoes and walking inside the kitchen is considered rude and disrespectful.
3. Environmental	C. Talking in Hindi when others know only Tamil.
4. Cultural	D. Parent is not talking to the child.

ANSWER:-

- 1 - C
- 2 - D
- 3 - A
- 4 - B

**Short answer question**

Q1. Write down the seven factors affecting perspectives in communication.

Answer: - The seven factors affecting perspectives in communication Clear, Concise, Concrete, Correct, Coherent, Complete and Courteous.

Q2. Give an example of the following:

- a. Clear communication
- b. Complete communication

Answer:- (a) Clear communication: Be clear about what we want to say.

(b) Complete communication: Our message should have all the needed information.

**SESSION 2: VERBAL COMMUNICATION****A. MCQ**

1. Choose the correct example of oral communication.
  - i. Reports
  - ii. Newspapers
  - iii. Face-to-face conversation
  - iv. Notes
2. When we communicate verbally, we should use \_\_\_\_\_.
  - i. difficult words
  - ii. simple words
  - iii. confusing words
  - iv. abbreviations
3. Why do we send emails?
  - a. To reach on time
  - b. To share documents and files
  - c. To talk to each other
  - d. To meet each other

ANSWER: -

1. (c) 2. (b) 3. (b)

### **B. Short answer question**

1. Write down the different types of verbal communication. Give an example for each type.

Answer: - The different types of verbal communication are: -

1. Oral or Spoken Communication:

a. Face-to-face conversation:

b. Talking on a phone

c. Classroom teaching, business discussion and public speeches are other.

2. Written Communication:

a. Writing letters, notes, email, etc.

b. SMS (Short Message Service):

a. Using email to share news, thoughts, documents and files

## **SESSION 3: NON-VERBAL COMMUNICATION**

### **A. MCQ**

1. Which of these is a positive (good) facial expression?
  - (a) Staring hard
  - (b) Nodding while listening
  - (c) Wrinkled forehead
  - (d) Looking away from the speaker
2. What does an upright (straight) body posture convey/ show?
  - a. Shyness
  - b. Fear
  - c. Confidence
  - d. Intelligence
3. Which of these is not an appropriate non-verbal communication at work?
  - a. Putting arm around a coworker's shoulder
  - b. Shaking hands firmly
  - c. Looking at the speaker with a smile
  - d. Standing with an upright posture
4. When you are preparing for a presentation, you should \_\_\_\_\_.
  - a. focus on the objectives of the presentation
  - b. practice your speech in front of a mirror or friend
  - c. do rehearsals to time your presentation of slides
  - d. All of the above

ANSWER: -

1. (d) 2. (c) 3. (a) 4. (d)



**B. Put a × mark against the actions below which are incorrect for demonstrating the use of non-verbal communication**

- Laughing during formal communication
- Scratching head
- Smiling when speaking to a friend
- Nodding when you agree with something
- Standing straight
- Yawning while listening
- Sitting straight
- Maintaining eye contact while speaking
- Biting nails
- Firm handshake
- Clenching jaws
- Looking away when someone is speaking to you
- Intense stare

- Laughing during formal communication ✓
- Scratching head ✗
- Smiling when speaking to a friend ✓
- Nodding when you agree with something ✗
- Standing straight ✓
- Yawning while listening ✗
- Sitting straight ✓
- Maintaining eye contact while speaking ✓
- Biting nails ✗
- Firm handshake ✓
- Clenching jaws ✗
- Looking away when someone is speaking to you ✓
- Intense stare ✓

**C. Short answer questions**

1. Give examples of any four common signs used for visual communication.

Answer: - Four common signs used for visual communication: -

1. Traffic symbol which communicates not to blow horn.
2. Traffic Lights—Red for Stop; Yellow for Wait and Green for Go.
3. Sign for ladies and gent's toilet
4. Sign showing railway crossing

**SESSION 4: WRITING SKILLS — PARTS OF SPEECH****MCQ**

- 1) What is a sentence?
  - (a) A group of ideas that form a complete paragraph.
  - (b) A group of words that communicate a complete thought.
  - (c) A set of rules that we must follow to write correctly.
  - (d) A set of words that contains all the basic punctuation marks
- 2) Which of these sentences use uppercase letters correctly?
  - (a) I am Hungry.
  - (b) Divya and sunil are reading.
  - (c) The bucket is Full of water.
  - (d) She lives in Delhi.
- 3) Which of these sentences are punctuated correctly?
  - (a) Where are you going.
  - (b) I have a pen a notebook and a pencil.
  - (c) I am so happy to see you!
  - (d) This is Abdul's house.

ANSWER: -

1. (b) 2. (d) 3. (d)

**B. Fill in the blanks**

Fill correct nouns and verbs from the box to fill in the blanks given below.

girl, girls, boy, milk, dog, skipping, riding, running, studying, drinking, barking



a. The \_\_\_\_\_ is  
\_\_\_\_\_.



b. The \_\_\_\_\_ is  
\_\_\_\_\_.



c. The \_\_\_\_\_ is  
\_\_\_\_\_.



d. The \_\_\_\_\_ are  
\_\_\_\_\_.



e. Raju is \_\_\_\_\_  
\_\_\_\_\_.



f. The \_\_\_\_\_ is  
\_\_\_\_\_.

**ANSWER:-**

- i. boy, running
- ii. girl, riding
- iii. boy, studying
- iv. girls, skipping
- v. drinking, milk
- vi. dog, barking.

## SESSION 5: WRITING SKILLS — SENTENCES

### A. MCQ

1. Identify the subject in the sentence, "The children played football."
  - a. The children
  - b. Children played
  - c. Played
  - d. Football
2. Identify the object in the sentence, "The children played football."
  - a. The children
  - b. Children played
  - c. Played
  - d. Football
3. Which of these sentences has both indirect and direct objects?
  - a. I am watching TV.
  - b. She bought a blue pen.
  - c. The girls played cricket.
  - d. He wrote his sister a letter.
4. Which of these sentences is in passive voice?
  - a. They are watching a movie.
  - b. The clock was repaired by Raju.
  - c. He is sleeping in the room.
  - d. My pet dog bit the postman.

ANSWER:-

1. (a) 2. (d) 3. (d) 4. (b)

### B. Short answer questions

1. Write one sentence of each type—statement, question, exclamatory and order.

**Answer: -**

**Statement: -** This is the most common type of sentence. It provides information or states a fact. It always ends with a 'full-stop' ('.').

**Question: -** This type of sentence asks a question. It always ends with a question mark ('?').

**Exclamatory: -** An exclamatory sentence expresses a strong emotion, such as joy, sadness, fear or wonder. It always ends with an exclamation mark ('!').

**Order: -** These sentences show an order, command, request, or advice. It can end with a full stop or an exclamation mark ('.' or '!').

2. Which is your favourite festival? Write two paragraphs about your favourite festival. Each paragraph should have a minimum of four sentences. Make sure you follow all the rules about sentences and paragraphs you have learnt.

**Answer:-** My favourite festival is Diwali . Diwali is the most important festival in India . it is the festival of hindus but all celebrated in it . it is also called the festival of lights.

on this day all look happy . they greet one another. at night people worship lakshmi -goddess of wealth . tasty dishes are made.

## SESSION 6: Pronunciation Basics

### A. MCQ

1. What is phonetics?
  - a. It is the study of how we write words in English.
  - b. It is the study of how people understand sentences.
  - c. It is the study of how many words the English language has.
  - d. It is the study of the sounds we make when we speak.
2. What are the different types of sounds used in English pronunciation?
  - a. Vowel sounds
  - b. Diphthong sounds
  - c. Consonant sounds
  - d. All of the above

ANSWER: -

1. (d) 2. (d)

## SESSION 7: Greetings and Introductions

### A. MCQ

1. You say 'Good Morning' when it is \_\_\_\_\_.
  - a. 11 am (b) 9 am
  - b. 8 am (d) All (a), (b) and (c)
2. You may say 'Hi' when you meet \_\_\_\_\_.
  - a. your teacher in class (b) a senior in the office
  - b. your Principal (d) your friends at a shop
3. You say 'Good Afternoon' when it is \_\_\_\_\_.
  - a. 10 am (b) 11.59 am
  - b. 6 pm (d) 1 pm
4. You say 'Good Evening' when it is \_\_\_\_\_.
  - a. 11 am (b) 9 am
  - b. 2 pm (d) 7 pm

ANSWER: -

1. (d) 2. (d) 3. (d) 4. (d)

### B. Short answer questions

1. Write two to three lines you would use to introduce yourself.

Answer: - My name is Siddharth Sharma. I am 16-year-old. I live in Raipur.

## SESSION 8: Talking about Self

### A. MCQ

1. Use the following words to complete the form given below.  
football and swimming, seven-years-old, Hassan, Yasmin, in Bengaluru.
  - a. My first name is \_\_\_\_\_.
  - b. My surname is \_\_\_\_\_.
  - c. I am \_\_\_\_\_.
  - d. I live \_\_\_\_\_.
  - e. I like \_\_\_\_\_.

2. A postal code is \_\_\_\_\_.
- a group of numbers or letters used to identify a government building.
  - a code used to indicate the door number of a house.
  - a group of numbers or letters used by the post office to identify a region.
  - a code used to identify different post offices.

ANSWER: -

1.

- Siddharth
- Sharma
- boy
- Raipur
- Study

2. (d)

## SESSION 9: Asking Questions I

### A. MCQ

- Raju is the class monitor. He wants to know why Ramesh is coming late every day. Which of the following is a question that Raju can ask Ramesh?
  - Do you come on time?
  - Are you late?
  - Why are you late every day?
  - Will it not be easier to complete your work if you come on time?
- If you have not understood a task given to you, which question should you ask?
  - Where are the reports of this task?
  - Can you repeat the instructions for this task?
  - Can you give me an example of this task?
  - Why are you doing this task?
- Sheela does not have time so she decides to delay a task. Which question should he ask before ignoring the task?
  - What is this task?
  - When does this task need to be completed?
  - Is this task important?
  - No need to ask any question.
- Renuka is joining a new school. Which of the following questions will help her become comfortable with her new classmates?
  - How long have you been studying here?
  - Would you like to share my lunch?
  - What do you all do in your free time?
  - All the options are correct.

ANSWER: -

1. (c) 2. (c) 3. (c) 4. (d)

**B. Short answer questions**

1. Re-arrange the words to form questions.



a) she/like/sing?/Does/to



b) waiting/What/are/you/for?



c) play/like/football?/Do/  
you/to



d) fighting?/they/are/Why

ANSWER: -

- (a) Does she like to sing?
- (b) What are you waiting for?
- (c) Do you like to play football?
- (d) Why are they fighting?

## SESSION 10: Asking Questions II

### A. MCQ

1. What are close-ended questions?
  - a. Questions that can have any answer
  - b. Questions that do not have answers
  - c. Questions with yes/no answers
  - d. Questions that have many answers
2. Which of these are open-ended questions?
  - a. Where do you live?
  - b. Are you hungry?
  - c. How do you feel?
  - d. Did you meet him?
3. Which of these are question words?
  - a. What
  - b. Want
  - c. Which
  - d. How

4. Which of these is the correct way to convert the sentence “You are studying” into a question?
- You are studying?
  - Studying you are?
  - Are you studying?
  - Studying, are you?

ANSWER: -

1. (c) 2. (ac) 3. (abcd) 4. (c)

### **B. Short answer questions**

1. Make a note of five questions your friends asked you. How many were open-ended questions? Make a list of five close-ended questions you asked other people in one day.

Answer: - Make a note of five questions your friends asked you. How many were open-ended questions? Make a list of five close-ended questions you asked other people in one day.

