

QW
28.5.21

Ch-1 Communication skills - II



Multiple choice questions -

1) Which of the following is not an element of communication within the communication process cycle?

Ans) Time

2) You need to apply leave at work. Which method of communication will you use?

Ans) E-mail

3) By which action can senders send their messages?

Ans) Reading

4) Which of the following is an example of oral communication?

Ans) Phone call

5) What are the types of words we should use for verbal communication?

Ans) Simple

6) Why do we use e-mails?

Ans) To communicate with many people at the same time and to share documents and files.

7) Which of these is a positive (good) facial expression?

Ans) Maintaining eye contact

8) What does an upright (straight) body posture convey or show?

Ans) Confidence

9) Which of these is not an appropriate non-verbal communication at work?

Ans) Keeping hands in pocket while talking

10) Which of the following statement is true about communication?

Ans) It is done using words.

Put a X mark against the actions below which are examples of bad non-verbal communication.

- Laughing during formal communication. X
- Scratching head. X
- Smiling when speaking to a friend.
- Nodding when you agree with something.
- Standing straight.
- Yawning while listening. X
- Sitting straight.
- ~~Maintaining~~ Maintaining eye contact while speaking. X
- Biting nails. X
- Firm Handshake

• Dangling jaws. X

• Looking away when someone is speaking to you. X

• Intense stare. X

Multiple choice questions

1) Which of these are examples of positive feedback?

Ans) Excellent, your work has improved

2) Which of these are examples of negative feedback?

Ans) I hate to tell you this but your drawing skills are poor.

3) Which of the following are effective components of a good feedback?

Ans) Direct and honest and specific

4) Which of these is not a common communication barrier?

Ans) Financial barrier

5) Which of these are ways to overcome communication barriers?

Ans) Respecting each other's differences and using a translator.

6) In which of the following, the underlined word is an adjective?

Ans) Roshan has a red dress and the girl on train is a beef seller.

7) Which of these sentences is capitalised correctly?

Ans) The Tiger is a strong animal and she is arriving on Monday.

8) Which of these sentences are punctuated correctly?

Ans) I am so excited about my first foreign trip!
This is Abdul's notebook.

9) In which of these sentences can you find an adverb?

Ans) Divya drinks milk every day.

14) Identify the object, verb and subject in the sentence, 'The car crashed into a tree.'

Ans) Object: Tree Verb: crashed Subject: the car.

15) Identify the indirect object in the sentence, 'The band played music for the audience.'

Ans) audience

Subjective questions

1) What do you mean by feedback?

Ans) Feedback is an important part of the communication

cycle. For effective communication it is

important that the sender receives an

acknowledgement from the receiver about

getting the message across.

2) Make a chart highlighting all the methods

of communication. Use numbers and colours

to highlight differences amongst all.

Method of communication

Ans)

Method	Description
Face to face communication	There is nothing better than face to face communication. It helps the message to be understood clearly and quickly. Also, since body language can be seen in this case, it adds to the effectiveness of the communication.
E-mail	E-mail can be used to communicate quickly with one or many individuals in various locations. It offers flexibility, convenience and low-cost.
Notices/ Posters	It is effective when the ^{message} has to go out to a large group of people. Generally used in places where email communication may not be effective. For ex, change in the lunch time for

Factory worker, on XYZ
clothing will remain closed
for customers on Sunday.

Business Meeting Communication during
business meetings at an
organisation are generally
addressed to a group of
people. It can be related
to business, management
and organisational
decisions.

Other Methods There can be various other
methods like social
networks, message, phone
call for communication,
newsletter, blog etc.

3) List the different types of verbal communication.
Include examples for each verbal communication type.

Type of verbal communication

Example

Interpersonal communication

This form of communication takes place between two individuals and is thus a one-on-one ~~communication~~ conversation. It can be formal or informal.
Ex: 1) A manager discussing the performance with an employee.
2) Two friends discussing homework.
3) Two people talking to each other over phone or video call.

Written
Communication

This form of communication involves writing words. It can be letters, circulars, reports, manuals, SMS, social media chats etc. It can be between two or more people.

- Ex:-) 1) A manager writing an appreciation e-mail to an employee,
2) Writing a letter to grandmother enquiring about health.

Small Group
Communication

This type of communication takes place when there are more than two people involved. Each participant can interact and converse with the next.

- Ex:-) 1) Press conferences
2) Board meetings
3) Team meetings.

Public Communication

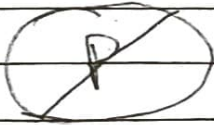
This type of communication takes place when one individual addresses a large gathering.

Ex -> 1) Election campaign
2) Public speeches by dignitaries.

4) Draw any five common signs used for visual communication. Explain what each conveys and where do you see it?



No Entry zone



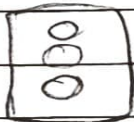
No Parking zone



No mobile phone



No smoking zone



Traffic lights

5) Write down the common communication barriers you may come across when you move to a new city or country.

Ans) The common communication barriers a person may come across when they move to a new city or country are:

1) Physical Barriers - Physical barriers are the environmental and natural conditions that act as a barrier in communication in sending message from sender to receiver.

• Some examples of physical barriers are defective instruments, poor lighting,

uncomfortable sitting arrangements and unhygienic room condition distract listeners.

- Not being able to see gestures and general body language can make communication less effective.

2) Linguistic Barriers - The inability to communicate using a language is known as language barrier to communication.

- Language barriers are the most common communication barriers which cause misunderstandings and misinterpretations between people.

- For example, class, professional jargon and regional colloquialisms (regional language) or make communication difficult.

3) Interpersonal barrier: • Stage fears, lack of will to communicate, personal differences can create interpersonal barriers to communication.

4) Organisational Barrier: • The organisational barrier refers to the hindrances in the flow of information among the employees that might result in a commercial failure of an organization.

5) Cultural Barrier :- Cultural Barrier is when people of different cultures are unable to understand each other's customs, religion, inconveniences and difficulties.

- People sometimes make stereotypical assumptions about others based on their cultural background, this leads to difference in opinion and can be a major barrier to effective communication.

Q) Write ~~two~~ sentences of each type -
statement, question, exclamatory and
order.

Ans) Statement -

I read science fiction novels.

I like coffee,

Question -

How are you?

Where are we going?

Exclamatory -

Wow, what a beautiful rose!

Ouch! I hurt myself.

Order -

Open the door.

March forward.