

Ch-1; Communication skills.



1. What is communication?

→ Communication is the process of transferring information, ideas and thoughts between two or more people.

2. List the barriers to an effective communication?

→ The barriers to an effective communication are as follows:

- * Emotional Barrier
- * Cultural Barrier
- * Language Barrier
- * Gender Barriers
- * Interpersonal Barriers; etc...

3. Multiple choice questions:

1. What is the purpose of communication?

→ Share thoughts, ideas, feelings.

2. Which of the following methods are used to receive information from the sender through a letter?

→ Reading.

3. How do you receive information on phone?

→ Listening.

4. Match the columns:

<u>Column A:</u>	<u>Column B:</u>
Communication barriers	Examples

1. Language (A)

2. Emotional (B)

3. Environmental (C)

4. Cultural (D)

5. Short answer questions:

- Write down the seven factors affecting perspectives & communication.

→ The seven factors affecting perspective in communication are:

* Language

* Prejudice

* Feelings

* Environment

* Culture

* Past Experience.

6. Give an example of the following:

(a) clear communication

→ Be clear about what you want to say

(b) complete communication

→ Your message should have all the needed information.

Session 2

A. Multiple choice questions

1. Choose the correct example of oral communication.

→ Face-to-face conversation.

2. When we communicate verbally, we should use _____.

→ Simple words.

3. Why do we send emails?

→ To share documents and files.

4. Short answer questions

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

⇒ The different types of verbal communication are as follows:

* Oral or spoken communication.

Example: face to face conversation.

* Talking on a phone:

Example - For official communication.

* Written communication.

Examples: letters, notes, email, sms, books and newspapers.

Session 3.

A. Multiple choice questions:

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

→ Nodding while listening.

2. What does an upright (straight) body posture convey / show?

→ Confidence

3. Which of these is not an appropriate non-verbal communication at work?

→ Putting arm around a coworker's shoulder.

4. When you are preparing for a presentation you should _____.

→ All of the above.

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

A. Laughing during formal communication. X

B. ~~Setra~~ Scratching head. X

C. Smiling when speaking to a friend.

D. Nodding when you agree with something.

E. Standing straight

F. Yawning while listening. X

G. Sitting straight

H. Maintaining eye contact while speaking.

I. Biting nails. X

J. Firm handshake

KE. Clenching jaws. X

L. Looking away when someone is speaking to you.

M. Intense stare.

E. Short answer questions:

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

→ Flow chart

→ Roadmaps

→ Graphs etc

Session 4

A. Multiple choice questions

1. What is a sentence?

→ A group of words that communicate thought.

2. Which of these sentences use uppercase letters correctly?

→ (d)

3. Which of these sentences are punctuated correctly?

→ (d)

4. Underline the noun, pronoun, adjective, verb and adverb in these sentences.

(a) → Sanjay plays football everyday.

(b) Divya gave him new books.

(c) I opened the red box carefully.

B. (a) The boy is running.

(b) The girl is riding.

(c) The boy is studying.

(d) The girls are skipping.

(e) Raju is drinking.

(f) The dog is barking.

Sessions.

A. 1. (a)

2. Football

3. (d)

4. (b)

B. 1. Statement - I go to school.

Question - Did you go to school?

Exclamatory - I came first ~~class~~ in class!

Order - Go to school today.