

# Communication Skills

## SESSION 1

### A. Multiple Choice Questions.

1. Which of the following is NOT an element of communication within the communication process cycle?

- (a) Channel
- (b) Receiver
- (c) Sender
- (d) Time

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

- (a) e-mail
- (b) Poster
- (c) Newsletter
- (d) Blog

3. By which action can senders send their messages?

- (a) Gestures
- (b) Speaking
- (c) Reading
- (d) Writing

## Subjective question

1. Make a chart highlighting all the methods of communication. Use markers and colours to highlight differences amongst all.

| Method                                  | Description  |
|---|--|
| Face to face<br>informal communication. | There is nothing better than face to face communication. It helps the message to be understood clearly and quickly clearly and quickly. Also, body language adds effectiveness to this case. |
| e-mail                                  | e-mail can be used to communicate quickly with one or many individuals in various location. It offers flexibility, convenience and low cost.   |
| Notice/Posters                          | <del>Notice</del> It is effective when same message has to go out to a large group of people. Generally used for where email communication is not effective.                                 |
| Business Meeting                        | communication during business meeting (related to Business, management)  |

and organisational decision) to address a group of people.

o there Method

There can be various other methods like social network, message, phone call, ~~blog~~ fore communication, news letter, blog, etc.

## Session 2

### MCQs

1. Which of the following is an example of oral communication?

Phone call.

2. What are the types of words we should use fore verbal communication?

simple

3. Why do ~~we~~ we use e-mails?

To communicate with many people at the same time • To share documents and files.  
To keep a record of communication:

B. Subjective question.

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

| Types of Verbal communication      | Description   |
|------------------------------------|---|
| <p>Interpersonal Communication</p> | <p>This form of communication takes place between two individuals and is thus a one to one communication. It can be formal or informal.</p> <p>Examples -</p> <ul style="list-style-type: none"> <li>→ Two friends discussing homework over phone or video call.</li> </ul> |
| <p>Written communication</p>       | <p>This form of communication involves writing words. It can be letters, circulars, reports, chats, etc. It can be between two or more people.</p> <p>Example -</p> <ul style="list-style-type: none"> <li>→ writing a letter to grandmother.</li> </ul>                    |
| <p>Small group communication</p>   | <p>This type of communication takes place when there are more than two people involved. Each participant can interact <sup>and</sup> can converse.</p>  |

with the rest.

Example - Press conference

Public

communication

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

example - ~~Teacher's~~ Electrical Campaign

### SESSION 3

#### MCQ's

1. Which of these is a positive (good) facial expression?  
Maintaining eye contact
2. What does an upright (straight) body posture convey or show?  
Confidence
3. Which of these is NOT an appropriate non-verbal communication at work?  
Keeping hands in pockets while talking,  
Tilting head a bit to listen.
4. Which of the following statement is true

about communication?

70% communication is done using words.

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

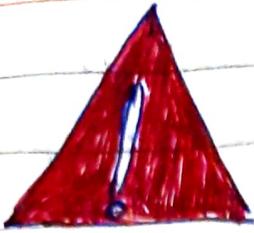
- Launching during formal communication.
- Scratching head.
- Yawning while listening
- Biting nails
- Clenching jaws
- Looking away when someone is speaking to you
- Intense stare.

B. Subjective question.

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



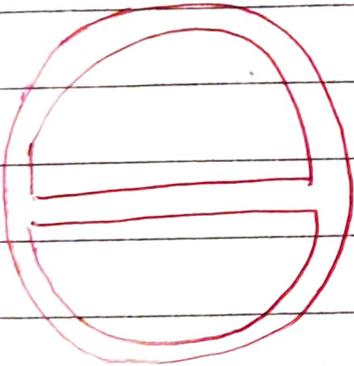
— No parking zone - It is used in places where parking is restricted



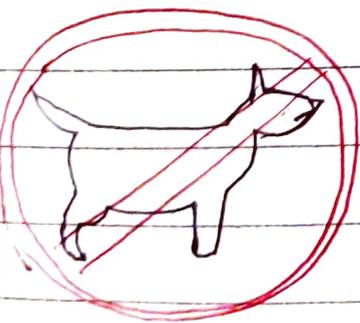
- Danger Warning - It is used in accident prone zones and in electrical power station



- No Mobile phone - It is used to indicate <sup>no</sup> mobile phone because this may cause hamper or damage in that place. It is used in petrol pumps.



- No entry - It is used to indicate that permission is restricted in that place. It is used in restricted areas.



No pets allowed - It is used in areas where pets are not allowed.

## SESSION 4

### MCQs

1. Which of these are examples of positive feedback?

Excellent, your work has improved.

I noticed your dedication towards the project. You are always doing it in the wrong way.

2. Which of these are examples of negative feedback?

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

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

Direct, specific and honest.

### B. Subjective question.

1. What is a feedback? Let's take a scenario. Radha is your co-worker. Together you are making a report on how to manage the waste in your store. Since she has not finished her part of the report on time, the whole report got delayed. Write down the feedback you would like to give your co-worker on managing time. Try to keep the feedback specific and polite.

• Feedback is defined as the response given by the receiver to the sender. It is one of the

most important factors in the process of communication. Feedback to Radha -

- You are great asset to the team. You are very professional and focused on your work. The deadline of the report on how to manage the waste of our store has already passed. I saw that you are putting your efforts to complete the report as soon as possible. It would be benefit the entire department if you put little more effort and complete the report. Do let me know if you need any help.

## SESSION-5

### MCQs

1. Which of these ~~following~~ is NOT a common communication barrier.

Financial Barrier.

2. Which of these are ways to overcome communication barriers?

Respecting each other's differences and using a translator.

## B. Subjective questions

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

- Linguistic Barriers - The inability to communicate using a language is known as language barrier to communication. It causes misunderstandings and misinterpretations between people.
- Cultural Barriers - Cultural barriers are when people of different cultures are unable to understand each other's customs, resulting in inconveniences and difficulties. People sometimes make stereotypical assumptions about others' cultural background, this leads to differences in opinions.

## SESSION 6

1. In which of the following, the underlined word is an adjective?

→ Radha has a red dress

\* The girl on the train is a best seller

2. ~~2.00~~ which of these sentences is capitalised correctly?

→ The Tigere is strong animal.

→ She is arriving on Monday

3. which of these sentences are punctuated correctly?

→ I am so excited about my first foreign trip!

→ This is Abdul's notebook.

4. In which of these sentences can you find an adverb?

Divya drinks milk everyday.

B. Fill in the blanks.

a. The <sup>boy</sup> ~~Rahim~~ is Swimming.

b. The children are Playing.

c. The students are Writing.

d. Boy ~~Rahim~~ is driving the car

e. Mrs Sen is Teaching.

f. The cat is eating.

c. ~~Identify~~ Subjective question.

| Conjunction                          | Preposition                            |
|--------------------------------------|--|
| Because, And, Since,<br>Although, Or | over, Under, In, at,<br>Up, On, Beside |
| <u>SESSION 7</u><br><u>MCQs</u>      |  |

1. Identify the object, verb and subject in the sentence, "The car crashed into a tree."  
Ans. object: the tree, verb - crashed, subject - car.

2. Identify the indirect object in the sentence, 'the band played music for the audience.'  
Ans. audience

3. Which of these is an imperative sentence?  
~~Oh No!~~ Turn ~~the~~ switch of the fan.

4. Which of these sentences is in active voice?

Ans. He is reading a book.

B. Subjective questions.

I. Write two sentences of each type of sentence — statement, question, exclamatory and order.

- Statement • Blue is my favorite colour.  
• The train will arrive at the platform within 10 minutes.

- Interrogative → How are you?  
→ What are you doing right now?

- Emotion / Reaction → This is the best day in my life!  
→ What a beautiful rainbow!

- Order → Switch off the fan  
→ All of you keep quiet.