

# COMMUNICATION

## SKILLS-II

### Session-I

A.

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

Ans → (d) Time

2. You need to apply leave at work? which method of communication skill you use?

Ans → (a) e-mail

3. By which action can senders send their messages?

Ans → (b) speaking

## Session-2

which of the following is an example of oral communication?

Ans) (c) phone call

2) what are the types of words we should use for verbal communication?

Ans) (b) Simple

3) why do we use - emails?

Ans) (b) To share documents and files.

Subjective

Ans) Types of verbal communication

1) Interpersonal communication

2) Small group communication

3) Public communication

## Session-3

### A. Multiple choice questions

Read the questions carefully and circle the letter (a), (b), (c) or (d) that best answers the question.

① which of these is positive (good) facial expression?

Ans) (b) Maintaining eye contact

② what does an upright body posture convey or show?

Ans) (c) confidence

③ which of these is NOT an appropriate non-verbal communication at work?

Ans → a) Keeping hands in pockets while talking.

④ which of the following statement is true about communication?

Ans → b) 20% communication is done using body movements, face, arms, etc.

⑤ Ans → The list of non-verbal communication:-

- i) Laughing during formal communication
- ii) scratching ~~head~~ head
- iii) yawning ~~at~~ while listening.
- iv) Biting nails.
- v) looking away when some one is speaking to you.

## Session - 9

① Which of these are examples of positive feedback?

Ans → (a) Excellent, your work has improved.

② Which of these are examples of negative feedback?

Ans → (a) 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 → (b) Direct and honest

① B 1. what do you mean by feedback?

Ans) The opinion we gave to someone about having some experience about thing or else after using it

## Session 5

1. A

1.

1 which of these is NOT a common communication barrier?

Ans) ~~① Organizational barriers~~  
② Financial barrier

② which of these are ways to overcome communication barriers?

Ans) B using a translator  
Subjective

B. write down the common communication barriers you may come across when you move to a new city or country.

Ans) \* physical barriers \* Cultural Barriers  
\* Linguistic barriers  
\* Interpersonal barriers  
\* Organizational barriers.

## Session 6

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

Ans → (a) Radha has a red dress

② Which of these sentences is capitalised correctly?

Ans → (d) She is arriving on Monday

③ Which of these sentences are punctuated correctly?

Ans → (d) This is Abdul's notebook

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

Ans → (a) Devya drinks milk every day.

(B) Fill in the blanks

- (a) Mrs Sen is swimming.
- (b) The children are playing.
- (c) The students are waiting.
- (d) Rahim is driving the car.
- (e) Teacher is teaching.
- (f) The cat is eating.