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Q1) Which of the following is NOT an element of communication within the communication process cycle?

A Time

Q2) You need to apply leave at work? Which method of communication will you use?

A e-mail

Q3) By which actions can senders send their messages?

A Writing

Methods Of Communication

<u>Method</u>	<u>Description</u>
Face to face informal communication.	It helps the message to be understood clearly & quickly. Since body language can be seen in this case, it adds to the effectiveness of the communication.
E-mail	It is used to communicate quickly with one or many individuals in various locations & offers flexibility, convenience & low cost.

<u>Method</u>	<u>Description</u>
Notices / posters	Effective when the same message is sent to a large group of people where e-mail communication may not be effective. Ex → change in the lunch time for factory workers.
Business Meetings	Communication during business meetings at an organisation are generally addressed to a group of people. It can be related to business, management & organisational decisions.
Other Methods	social networks, message, phone call for communication, blog, news letter etc.

Choosing the right method of communication depends on

- * Target audience
- * Costs
- * kind / type of information
- * Urgency / priority.

Q1) Give an example of oral communication.

A phone call

Q2) What are the type of words we should use for verbal communication?

A Simple

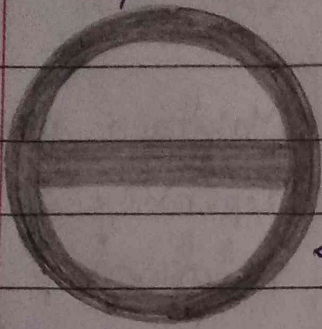
Q3) Why do we use e-mails?

A- To communicate with many people at the same time.

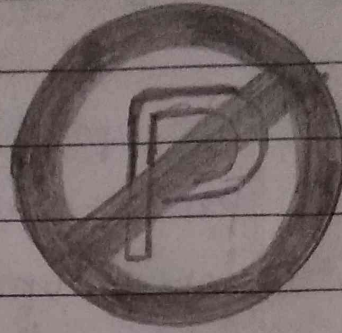
Types of Verbal Communication

<u>Types</u>	<u>Description</u>
Interpersonal Communication	<p>This form of communication takes place between two individuals & is thus a one-on-one conversation. It can be formal or in-formal.</p> <p>Ex → Two friends discussing homework Manager discussing the performance with an employee.</p>
Written Communication	<p>This form form of communication involves writing words which can be between two or more people. It can be letters, manuals, reports etc.</p> <p>Ex → Writing a letter to grandmother enquiring about health. Manager writing an appreciation e-mail to an employee.</p>
Small Group Communication	<p>It takes place when there are two people involved. Each participant can interact & converse with the rest.</p> <p>Ex → Press conferences, Board meetings, Team meetings.</p>

Ex →



No
ENTRY
←



NO PARKING
ZONE

Q1) Which of the following is a positive facial expression?

A Smiling continuously

Q2) What does an upright body posture convey?

A Confidence

Q3) Which of these is NOT an appropriate non-verbal communication at work?

A Keeping hands in pockets while talking.

Q4) Which statement is true about communication?

A 7% communication is done using words.

(5) List the actions below which are examples of bad non-verbal communication.

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

Q How can you choose right method of communication?

A It depends on :-

- * Target audience
- * Costs
- * Kind / type of information

Q1) Which of these are examples of positive feedback?

A All of the above

Q2) Which of these are examples of negative feedback?

A None of the above

Q3) Which of the following are effective components of a good feedback?

A Specific, direct & honest, opinion based

Feedback

For effective communication, it is important that the sender receives an acknowledgement from the receiver about getting the message across.

Barriers To Effective Communication

1) Physical Barriers

It is the environmental & natural condition that act as a barrier in communication.

Ex → defective instruments, poor lightening, unhygienic room condition & uncomfortable sitting arrangements distract listeners.

Not being able to see gestures, postures & general body language can make communication less effective.

2) Linguistic Barriers

The inability to communicate using a language is known as Linguistic Barriers.

Language barriers are the most communication barriers, which cause misunderstandings & misinterpretations between people.

Ex → slang, professional jargon & regional colloquialisms can make communication difficult.

3) Interpersonal Barrier

Stage fear, lack of will to communicate, personal differences can create interpersonal barriers to communication.

4) Organisational Barriers

It refers to the hindrances in the flow of information among the employees that might result

a commercial failure of an organization.

→ Cultural Barriers

It is when people of different cultures are unable to understand each other's customs, resulting in inconveniences & difficulties.

People sometimes make stereotypical assumptions about others based on their cultural background. This leads to difference in opinions & can be a major barrier to effective communication.

Q1) In which of the following, the underlined word is an adjective?

A Radha has a red dress.

Q2) Which of the sentences is capitalised correctly?

A She is arriving on Monday.

Q3) Which of these are punctuated correctly?

A ~~I had bread omelette & a~~
This is Abdul's notebook.
I am so excited for my first foreign trip!

Q4) In which of these sentences can you find an adverb?

A Sanjay gifted me a new pen.

Q5) Write the words as conjunctions or prepositions.

A Conjunctions → Because, and, since, although, Or, at.

Prepositions → Over, under, in, Up, On, Beside

Q7 Identify the subject in the sentence, "The children played football."

A The children

Q2) Identify the object in the sentence, "The children played football."

A- football.

Q3) Identify the object, verb & subject in the sentence "The car crashed into a tree."

A Subject → The car, verb → crashed object → into a tree

Q4) Identify the indirect subject in the sentence "The band played music for the audience."

A- audience

Q5) Which of these sentences has both direct & indirect objects?

A He wrote his sister a letter.

Q6) Which of these sentence is in passive voice?

A The clock was repaired by Raju.