

Communication Skills

Date _____

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Session 1

- 1) The act of sharing or exchanging information ideas or feelings.
- 2) Common Barriers to Effective Communication
 - Dissatisfaction with one's job
 - Inability to listen to others
 - Lack of Transparency & Trust
 - Communication Styles
 - Conflicts in the workplace
 - Bad Cultural Differences & Language.

Multiple choice questions

- 1) (d) All of the above
- 2) (c) Writing
- 3) ~~(a) Listening~~ Listening and Reading.

4. Match the Columns

1) Language - Talking in Hindi when others know only Tamil.

2) Emotional - Parent is not talking to the child.

3) Environmental - Trying to read a book when somebody else is watching TV in the same room.

4) Cultural - In some cultures wearing shoes and walking inside the kitchen is considered rude and disrespectful.

5. Short question :-



- Seven Factors affecting perspectives in communication are :-
- Be patient in your speaking
 - Think before you speak
 - The listener should be in good mood
 - Equality should be there in your world
 - Positive words should be used
 - Talk in the perfect tones
 - Be calm and in the propriety

Give an example of the following

- a.) Clear communication :- while talking with a teachers or a outsiders what ever we are going to say to others should be clear enough as the listener could get it correctly.

vi) Complete communication:
 Listeners should wait to speak or ask anything until the speaker completes his/her speech as well as the speaker should stop speaking when there is any noise or unnecessary things happens. This is the only way a complete communication can happen.

Session 2

Multiple choice questions

- 1) c) Face - to face conversation
- 2) b) Simple words.
- 3) d) To share documents and files
- 4) Four types of Verbal communication.
 - ~~Face~~ Intrapersonal communication
 - This form of communication

is extremely private and restricted to ourselves.

- Interpersonal Communication
This form of communication take place between two individuals and is they a one-on-one conversation.
- Small group communication
- Public communication.

Session - 3

A Multiple choice question:

- 1.) (b) Nodding while listening
- 2.) ~~(c) Confidence~~
- 3.) (a) Putting arms around a converser's shoulder.
- 4.) (d) all of the above.

- B. a) X
- b) X
- c) ~~X~~
- d) ~~X~~
- e) X
- f) X
- g) X
- h) X
- i) X

c) signs, typography, drawing, graphic design etc.

Session - 4

A Multiple choice questions

1.) d.) A set of words that contains all the basic punctuation marks.

2.) (d) She lives in Delhi

3.) This is Abedul's house.

4.) (a) Sanjay plays football every day
Noun Verb Noun

b) Divya gave him new books
Noun Verb Pronoun

c) I opened the red box
Pronoun Verb Adjective Noun

Session -5

4 Multiple choice questions

1.) The children

2.) d) football

3.) d) He wrote his sister a letter

4.) d) The clock was repaired by Raju.

B Short answer questions

1) Question - where are you?
Statement - I like coffee.
Exclamation - Wow, what a beautiful house!
Order - don't do nasty things

2) Holi is ~~my~~ ^{my} favourite festival.

Holi is one of the major festivals of Hindus. It is also known as "festival of colours" and "festival of spring". Holi celebration begins with the Holika Dahan ritual that is celebrated to honour the burning of Holika, the evil demoness and protection of Brahma by Lord Vishnu from that fire. People collect wood and burn a bonfire.

- People wear white coloured clothes on the day of Holi. They play with bright organic colours like red, green, yellow, orange, magenta, purple etc. Children love playing with colours using pichkari etc. Holi is a festival which reminds us of the victory of good over evil.

3) I have seen him yesterday

- We had gone to the movies last night.
- I ate ice-cream yesterday.
- Let's play football.