

HW

## Communication Skills-II

Q. Q. which of the following is not an element of communication within the communication process cycle?

ans P me

Q. you need to apply leave at work? which method of communication will you use?

ans E-mail

Q. By which actions can sender send their messages?

ans writing

(B) 1. Methods of communication

Methods	Description
i) Face to face	It helps the message to be understood.
ii) Informal communication	Clearly & quickly. Since body language can be seen in these case, it adds to the effectiveness of communication.
iii) Email	It is used to communicate quickly with one or many individuals in various locations & offers flexi-

ity, convenience and low cost

iv) Notices & posters - Effective when the same message is sent to a large group of people where email communication may not be effective. Ex - Change in lunch time for factory workers

v) Business meetings - Communication during business meeting at an organisation are generally addressed to a group of people it can be related to business, management and organisational decision.

Other methods - Social Networks, message, phone call for communication, blog or news letters

→ Choosing the write method of communication depends - i) Target audience, costs, kind or type of information, urgency & priority.

## Session - II

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

ans Phone call

②. What are the type of words we should use for verbal communication?

ans Simple.

③. Why do we use e-mail?

ans To communicate with many people at same time.

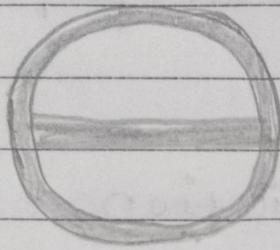
### Types of Verbal Communication.

#### Types & its description.

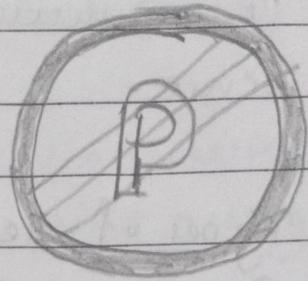
→ Inter-personal communication - These form of communication takes place between 2 individuals & is the a one-on-one conversation. It can be formal or informal. EX - Two friends discussing homework manager discussing a performance with an employee.

→ Written Communication - These forms of communication involves writing words which can be between 2 or more people. It can be letters, manuals, reports etc. EX - Writing letter to G.M inquiring about health, Manager writing appreciation e-mail to an employee.

3. Small group of communication - It takes place when <sup>three</sup> ~~two~~ people involved. Each participant can converse with the rest. Ex- Press conference, Board meeting, team meeting.



No Entry  
←



No parking zone

### Session-II

1. Which of the following is a positive facial expression?

ans Smiling continuously.

2. What does an upright body posture convey?

ans Confidence.

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

ans Keeping hands in pocket at work

4. Which statement is true about communication?

ans 7% communication is done using words.

(3) List the action below which are examples of bad non-verbal communication.

ans ) Laughing during formal communication.

→ Scratching head

→ Yawning while listening.

→ Biting nails.

→ Clenching jaws.

→ Looking away when someone is speaking to you.

→ Interest stare

B.Q. How can you choose right method of communication?

ans It depends on -

i) Target audience ii) cost iii) kind or type of information.

### Session - IV

Q1. Which of these are examples of positive feedback?

ans All of above.

Q) which of these are examples of negative feedback?

ans Non- of the above.

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

ans Specific, direct honest opinion based.

### Feedback

-) For effective communication, it is important that the senders receive an acknowledgment from the receiver about the getting of message across.

Barriers to effective communication.

1) Physical barriers - It is the environmental and natural condition that act as a barrier in communication. Ex- Defective instruments, poor lightning, unhygienic room condition & uncomfortable sitting arrangements distract listeners.

-) Not being able to see gestures, postures and general body languages can may communication less effective.

ii) Linguistic barriers - The inability to communicate using a language is known as linguistic barriers.

→ Language barriers are most communication barriers, which cause misunderstanding, misinterpretations between people.

→ Ex - Slang, Professional jargon and regional colloquialisms can make communication difficult.

iii) Interpersonal barrier - Stage fear, lack of will to communicate, personal differences can create interpersonal barriers to communication.

iv) Organisational barrier - It refers to the hindrances in the flow of information among the employees that might result a commercial failure of an organisation.

v) Cultural barriers - It is when people of different cultures are unable to understand each other's customs, resulting in inconveniences and difficulties. People some,

Times makes stereotypical assumptions about others based on their cultural background this leads to difference in opinion & can be a major barrier to effective communication.

### Session-2

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

any a) Radha has a red dress.

2. Which of the sentences is capitalised correctly?

any c) She is arriving on Monday.

3. Which of these are punctuated correctly?

any a) This is ~~an~~ Abdul's notebook.

b) I am so excited for my first foreign trip.

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

any Sanjay gifted me a new pen.

5. Write the words as conjunctions or prepositions.

ans) Conjunctions - Because, and, although, since, or, at.

→ Preposition - over, under, in, up, on, beside.

15. 1. Identify the subject in the sentence "The children played football".

ans) The children

2. Identify the object in the sentence "The children played football."

ans) football

3. Identify the indirect subject in the sentence "The car crashed into a tree".

ans) Subject - The car, Verb - crashed, Object - into a tree.

4. Identify the indirect subject in the sentence, "The band played music for audience".

any Audience.

(5) which of these sentences has both direct and indirect objects?

any He wrote his sister a letter.

(6) which of the sentences is in passive voice?

any The clock was repaired by Raja