

Session - 1

(A) MCQ'S

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

d) Time

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

(a) E-mail

③ By which action can students send their message?

(c) Reading

④ Make a Venn chart highlighting all the methods of communication. Use markers and colours to highlight differences amongst all.

- face to face communication
- Email
- Notices / posters
- Business meetings
- social network
- message, phone calls etc.

Session-2

- ① Which of the following is an example of oral communication?
(c) phone call
- ② What are the types of words we should use for verbal communication?
(b) Simple.
- ③ Why do we use emails?

(a) To communicate with many people at the same time.

(b) To share documents and files.

(B) List the different types of verbal communication. Include examples for each verbal communication type?

Types of verbal communication :-

(i) Intrapersonal communication

This form of communication takes place between 2 individuals and thus a one-on-one conversation. It can be formal or informal.

ex) - Two friends discussion HW

- A manager discussing performance with an employee.

(ii) Written Communication.

This form of communication involves writing words. It can be letters, circulars, reports, manuals, signs, social media chats etc. It can be between 2 or more people.

Ex - Writing a letter to grandmother enquiring about health.

- A manager writing an appreciation email to employee.

(iii) Small Group Communication

This type of communication takes place when there are more than 2 people involved. Each participant can interact and converse with the rest.

- Ex - Press conference
- Board Meeting

(Q1) Public Communication.

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

Ex: Election campaign and public speeches.

Public speeches by dignitaries.

Session - 3

(A) MCQ's

① Which of these is a positive (good) facial expression?

(b) Maintaining eye contact

② What does an upright (straight) body posture convey to an observer?

(c) Confidence

③ Which of these is not an appropriate non-verbal communication at work?

(a) Keeping hands in pocket while talking

④ Which of the following statements is true about communication?

(d) 7% communication

⑤ Laughing during formal communication

- Creating lead

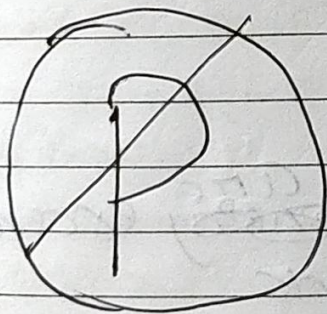
- Smiling while speaking to a friend.

- Nodding when you agree with something

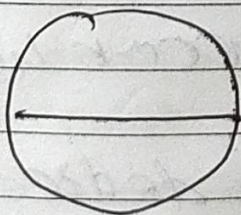
- Standing straight

- yawning while listening

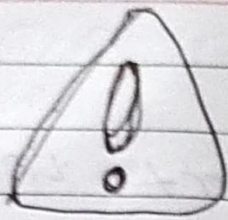
- sitting straight
- Maintaining eye contact while speaking
- Biting nails
- firm handshake
- clearing throat
- Looking away when someone is speaking to you
- Intense stare



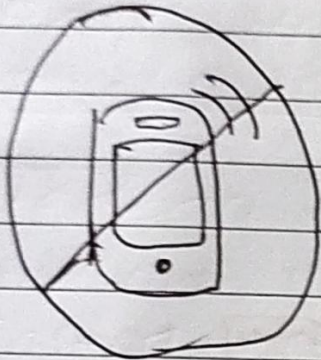
- No parking



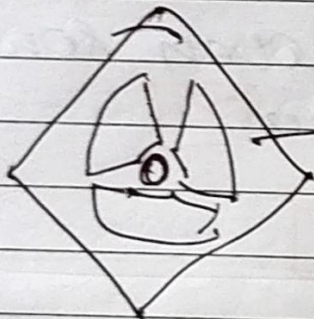
- No entry



- Danger



- No mobile phone



Radiation/Biohazard
Warning

Session-4

① Which of these ~~following~~ ^{are} examples of positive feedback

(a) Excellent! your work has improved

(b) I noticed your dedication

towards the project

(1) you are always doing it the wrong way

(2) Which of the following are examples of negative feedback?

(a) I hate to tell you these but your drawing skills are poor

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

(b) Direct and honest

(c) Specific.

(B) What do you mean by feedback
Let's take a scenario. Radha is your co-worker. Together you are making a report on how to manage the work in your home. Since he has not finished her part on the report. Has got delayed

and the manager has given you both a warning. Write down the feedback you would like to give your co-workers on managing time. Try to keep the feedback specific and polite.

Feedback is the final component and one of the most important factors in the process of communication since it is defined as the process given by the receiver to the sender.

Feedback to Rachel

You are a great asset to the team. You are very professional and focused on your work. Despite the difficult deadline for the report on how to manage the waste in your store, you maintain a positive attitude. You respond to problems without getting angry or frustrated. ~~Whatever~~

You have a fixed time. I see you studying or ~~working~~ looking over someone's shoulder frequently to trouble shoot a problem. I should benefit the entire ~~experiment~~ ^{entire} if you had more attention to the delivery time.

Session-5

MCQs

- ① ~~What~~ Which of the following is ~~not~~ a communication barrier?
 - (a) Financial barrier
- ② Which of these are ways to overcome communication barriers?
 - (a) Respecting each others differences
 - (c) Not communicating at all.

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

(i) Physical Barrier

These are environment and natural conditions that act as a barrier in communication.

Ex - Text messages * less effective than face to face messages.

(ii) Linguistic Barrier

The inability to communicate using a language is known as language barrier. It leads to misunderstanding and misinterpretations of the message. For example slang, professional jargon.

(iii) Interpersonal Barrier

Barriers to interpersonal communication occur. When the sender message is received differently from how it was intended. It is also very difficult to communicate with someone who is not willing to talk or express their feelings and views.

(iv) Organization Barriers

Organizations are designed on the basis of formal hierarchical that follow performance standards, rules and regulations, procedures, policies, behavioural norms etc. Superior-subordinate relationship in a formal organization structure can be a barrier to the free flow of communication.

(v) Cultural Barriers

Cultural barriers are when people

of different cultures are unable to understand each other's customs, resulting in misunderstandings and difficulties. People sometimes have stereotypical assumptions about others based on their cultural background. This leads to a difference in opinion and can be a major barrier to effective communication.

Session-6

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

(a) Radha had a red dress.

(c) The girl on the tree is a best seller.

② Which of these sentences is capitalized correctly?

(c) The tiger is a strong animal.

(d) She is arriving on Monday.

(2) Which of these sentences are punctuated correctly?

(a) I am so excited about my first foreign trip.

(d) There is a whole new book.

(4) ~~Do~~ In which of these sentences can you find an adverb?

(a) Divya didn't miss a day.

(b) Run into blanks?

(1) The boy is swimming.

(2) The children are playing.

(3) The students are writing.

(4) Ravi is drawing the car.

(e) Mr. Sen is teaching.

(f) The cat is eating.

(c) Identify the conjunctions and prepositions from the list below.

Conjunctions - Because and, since, although, or

Prepositions - Over, under, in, at, up, on, beside.

Session - I

MCQs

(1) Identify the object, verb, & subject in the sentence, 'The car crashed into a tree'.

(a) Object - a tree
Verb - crashed
Subject - The car.

② Identify the subject & object in the sentence, 'The band played music for the audience?'

(a) Audience

③ Which of these is an informative sentence?

(d) Oh no! I missed my flight

④ Which of these sentences is in active voice?

He is reading a book

③.f) Write 2 sentences of each type of sentence - Statement, question, exclamatory and order.

Statement

- Blue is my favourite colour

- The farewell party begins in 2 hours

Question

- Do you want tea / coffee?
- Is it raining?

Exclamatory

- This is the best day of my life.
- Oh, my goodness we won.

Order

- Please lower your voice.
- Respond immediately.

⑨ Which is your favorite food / dish or cuisine? Write 2 paragraphs about your favorite food / dish or cuisine. Each paragraph should have a minimum of 5 sentences. Each paragraph should have a minimum of 5 sentences. Make sure

you follow all the rules about sentences and paragraphs you have learnt?

I am a foodie. I love to eat among the number of ~~foods~~ foods Biryani is my favorite food because it tastes and smells fabulous. My mom cooks the best Biryani in ^{the} ~~street~~ world. I always ask her to ~~make~~ make Biryani.

I ^{Biryani} ~~love~~ love pizza too. I love chicken Biryani a lot. This is because cheese pizza is healthy and makes me strong. To create fun we always also organize pizza races in terms of who can eat maximum quantity of pizza. I can eat huge quantity of Biryani. I can eat Biryani faster at a time. I always win the race.

③ What do you mean by 7c's of effective communication?

① clean information

- Choosing appropriate words and phrases to convey ideas in the form of a message is very important.
- But this you need yourself to be fully clear of what exactly your message is, what the objective of your message is, and whom you are going to share it with.
- Some of the ways of ensuring clarity of expression could be
 - Choosing short familiar words.
 - Constructive, effective sentences and paragraphs keeping unity coherence and the emphasis of the message in mind.
 - Achieving appropriate acceptability readability by adopting receiver-centric approach.

• Including appropriate examples and illustrations in support of the message.

② Complete information

- completeness of information is very important as it brings the desired results without additional messages; builds goodwill; averts law suits and outwears all questions. - the 5 Ws: who, what, when, how, why (and how).

- offering complete and relevant information makes a communication effective as it rules out the need of another cycle of communication to clarify issues.

③ Concise message

④
- In this fast paced world, every person has time. Hence it is necessary to keep the message brief.

and concise

- It adds not only to the efficacy of the message but also saves the receiver time in understanding it. Lengthy messages are not only boring but also distracting to the receiver.
- Some of the ways of ensuring the conciseness of a message could be:-
 - Cutting out wordy phrases and sentences.
 - Including only relevant information.
 - Doing away with faulty/unclear pronoun usage: it, there, this, there etc.
 - Saving usage of abstract subjects and passive verbs.

④ Concise and coherent presentation

- Concise and coherent message facilitate easy understanding and

produced the desired result. Hence, sender should be careful of not jumbling too many ideas into an incoherent proposition as it may lead to nothing but confused thinking and branching off from the main streams of thought.

- This can be ensured by being detailed instead of vague, using specific facts and figures, using the active and passive voice judiciously, using action verbs instead of impersonal expressions and using concrete nouns instead of abstract nouns.

(C) Correctness of fact

- Nothing could be more dangerous than an incorrect message. Make sure that whatever you communicate is correct to the best of your knowledge.

- This can be ensured by using high level of language - formal, informative, acceptable/substandard; it presents accurate facts, words, and figures after extensive proof reading; acceptable writing message mechanics; no spelling errors or careless omissions; absence of non-discriminatory expressions treating men & women equally

(6) Consideration of the message on the receiver

For the communication success, it's important that you prepare the message with your receiver's in mind, unless the receiver of your message has made a mistake or has a different opinion, emphasizing the receiver's takeaway (benefits) from the communication, showing interest in the receiver, emphasizing positive, pleasant fact and ensuring honesty and integrity in your message

⑦ Courtesy towards receiver

- The absence of 'naturalness' or 'thought' in communication may result in disbelief, which may lead to complete failure in communication.
- Some steps ~~forwards~~ ^{towards} showing courtesy to the receiver are being sincerely tactful, thoughtful and appreciative, omitting rude expression (not talking down), minimizing strong and slang and jargon, granting and accepting good naturally, giving feedback promptly and above all, giving the receiver due respect so that he believes in what you say.