

HW
16/05/21

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COMMUNICATION SKILLS - II

SESSION 1

A. Multiple choice Questions.

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 will you use?

Ans - (a) e-mail

3. By which action can senders send their messages?

Ans - (d) writing

B. Subjective type question

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

Ans - methods of communication

Method	Description
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 communication quickly with one or many individuals in various locations & offers flexibility, convenience & low cost.
Notices / posters	effective when the same message 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 and Organisational decisions.
Other Methods	social networks, message, phone call for communication, blog, newsletter etc.

Choosing the right method of communication depends:-

- * Target audience
- * costs
- * kind / type of information
- * urgency / priority

SESSION 2

A. Multiple choice Questions

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

Ans - (C) Phone call

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

Ans- (b) Simple

3. Why do we use e-mails?

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

B. Subjective question

1. List the different types of verbal communication include examples for each verbal communication type.

Ans- Types of verbal communication

Types	Description
Interpersonal communication	<ul style="list-style-type: none">• This form of communication takes place between two individuals and is thus a one-on-one conversation. It can be formal or informal.• Examples - A manager discussing the performance with an employee and two friends discussing homework.

Written communication

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

- Examples - A manager writing an appreciation e-mail to an employee & writing a letter to grandmother enquiring about health.

Small Group communication

- It takes place when there are more than two people involved. Each participant can interact and converse with the rest.

- Examples - Press conferences, Bowe and Team meetings

Public communication	<ul style="list-style-type: none">• This type of communication takes place when one individual addresses a large gathering.• Examples - Election campaigns and public speeches by dignitaries.
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SESSION - 3

A. Multiple choice Questions

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

Ans - (c) Smiling continuously

2. What does an upright (straight) 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- (d) 7% communication is done using words

5. List the actions 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.
- * Intense stare

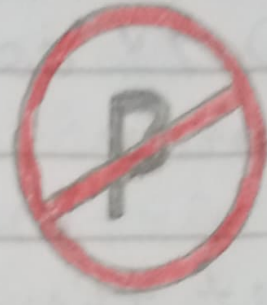
B. Subjective Question

1. Draw any five common signs used for visual communication. Explain what each conveys and where did you see it?

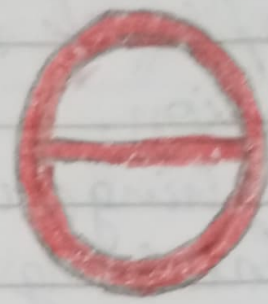
Ans- visual communication proves to be effective since it involves interchanging messages only through images or pictures.

→ Five common signs used for visual communication are:-

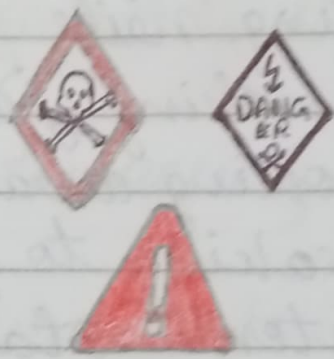
1. No parking zone



2. No Entry



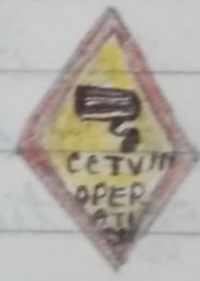
3. Danger warning



4. No mobile Phone



5. Under CCTV Surveillance



SESSION - 4

A. Multiple choice Questions

1. Which of these are the examples of positive feedback?

Ans - (d) All of the above - Excellent, your work has improved, I noticed your dedication towards the project, You are always doing it the wrong way.

2. Which of these examples of negative feedback?

Ans - (d) None of the above

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

Ans - Specific, direct & honest, opinion based

B. subjective question

1. What do you mean by feedback?

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

SESSION 5

A. Multiple Choice Questions

1. Which of these is NOT a common communication barrier?

Ans- (c) Financial barrier

2. Which of these are ways to overcome communication barriers?

Ans- (a) Respecting each other differences and (b) Using a translator

B. Subjective Question

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

Ans- Barriers to Effective Communication:

* Physical Barriers - Physical barrier is the environmental and natural condition that act as a barrier in communication sending message from sender to receiver. Not being able to see gestures, posture and general

body language can make communication less effective.

- For example - text messages are often less effective than face-to-face communication.

* **Linguistic Barriers** - The inability to communicate using a language is known as language barrier to communication. Language barriers are the most common communication barriers, which cause misunderstandings and misinterpretations between people.

- For example - slang, professional jargon and regional colloquialisms can make communication difficult.

* **Interpersonal Barriers** - Barriers to interpersonal communication occur when the sender's message is received differently from it was intended.

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

* Organizational Barriers -

The organizational Barriers refers to the hindrances in the flow of information among the employees that might result in a commercial failure of an organization.

* Cultural Barriers - Cultural barriers when people of different cultures are unable to understand each other's customs, resulting in inconveniences and difficulties.

- People sometimes makes stereotypical assumptions about others based on their cultural background, this leads to difference in opinions and can be a major barrier to effective communication.

SESSION 6

A. Multiple choice Questions

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- (c) I am so excited about my first foreign trip! and (d) This is Abdul's notebook.

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

Ans- (a) Divya drinks milk everyday.

B. Fill in the blanks.

1. a. The boy is swimming.

b. The children are playing.

c. The students are writing.

d. Rahim is driving the car.

e. Ms Sen is teaching.

f. The cat is eating.

C. Subjective question

1. Identify the conjunctions and prepositions from the list below and write these in the correct box.
Over, Because, Under, And, Since, In, At, Although, Or, Up, On, Beside.

Ans- Conjunction → Because, and, Since, although, Or, at.

Prepositions → over, under, in, up, On, Beside.

SESSION 7

A. Multiple choice Questions.

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

Ans- (A) The children

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

Ans- (D) Football

3. Which of these sentences has both indirect and direct objects?

Ans- (D) He wrote his sister a letter.

4. Which of these sentences is in passive voice?

Ans- (b) The clock was repaired by Raju.

5. Identify the object, verb and subject in the sentence, "The car crashed into a tree."

Ans- (a) object - a tree; verb - crashed; Subject - The car.

6. Identify the indirect object in the sentence, "The band played music for the audience."

Ans- (d) audience

B & C. Short answer questions / Subjective Questions.

1. Write two sentences of each type of sentence - statement, Question, exclamatory and order.

Ans- Statement -
• Water flows downward.
• I have lost patience.

Question -
• Shall we go to market?
• Have you ever been to Puri?

Exclamatory sentence -

- Alas! My dog is dead.
- Bravo! You have done wonders.

Order -
• Go there.

- Leave the place at once.

2. which is our favourite food, dish or cuisine? write two paragraphs about your favourite food, dish or cuisine. Each paragraph have a minimum of five sentences. Make sure you follow all the rules about sentences and paragraphs you have learnt.

Ans-

My favourite food

As the world is advancing day by day, it is becoming easier to get access to many kinds of food at our doorstep. I have eaten many cuisines but my favourite food

is definitely a burger. I cannot resist myself when it comes to burger. They are so soft yet crunchy, fresh and juicy that I love eating it. Even though there are many kinds of burger, my favourite one is a chicken burger. The chicken patty gives a burger a juicy taste and it tingles my taste buds every time I eat it.

I love eating burger which is filled with cheese and vegetables. My personal favourite is lettuce. It gives the burger the right amount of freshness and crunchiness.

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