

Ch-12 Communication Skills

SESSION-1

① Communication is the process of transferring or sharing of information between 2 or more people.

② Environmental barriers

↳ Situational barriers

↳ Individual barriers

→ Attitudinal

→ Linguistic ability

→ Inattention

→ Emotional state

③ ① (d) ② (a) ③ (a)

④ ② Language → (p)

② → (A)

③ → (e)

④ → (B)

⑤ ①

SESSION-2

① (c)

② (b)

③ (b)

④ Oral communication
↳ written communication

SESSION-3

① (A) ② (B) ③ (A) ④ (D)

(B), (A), (B), (F), (P), (L)

④ Pace, volume / pitch, fluency, clarity in communication

SESSION-4

① (B) ② (D) ③ (D) ④ (a) Sanjay, Ravi,

(b) Divya, gave, him,

(c) I, opened, carefully.

(B) (a) The boy is running.

(b) The girl is riding.

(c) The boy is studying.

(d) The girls are skipping.

(e) Raju is drinking.

(f) The dog is barking.

① (A) ② (D) ③ (D) ④ (B)