

- A: 1) Tires  
2) e-mail  
3) Reading.

B) Subjective question:

1: Make a chart highlighting all the methods of communication will you see?

METHOD	DESCRIPTION
=> Face-to-face informal communication.	=> There is nothing better than face-to-face communication. It helps the message to be understood clearly and quickly. Also, since body language can be seen in this case; It adds to the effectiveness of the communication.
=> e-mail	=> e-mail can be used to communicate quickly with one or many individuals in various locations. It offers flexibility; convenience and low-cost.
=> Notices/Posters	=> It is effective when the same message has to go out to a large group of people. Generally used for where email communication may not be effective.

⇒) Business Meetings

⇒) Communication during business meetings at an organization are generally addressed to a group of people. It can be related to business, management and organisational decisions.

⇒) Other Methods

⇒) There can be various other methods like social networks, message, phone call for communication, news letter & blog etc.

## Session - 2

A: 1) Phone call

2) Simple

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

(b) To share documents and files.

## Subjective Question:-

List the different types of verbal communication. Include examples for each verbal communication.

Types of Verbal  
Communication

Examples

Interpersonal  
Communication.

Examples: (i) A manager  
discussing the performance  
with an employee.

(ii) Two friends discussing  
homework.

Written Commu-  
nication.

(i) A manager writing  
an appreciation e-mail  
to an employee.

(ii) Writing a letter to  
grandmother enquiring  
about health.

Small Group  
Communication.

(i) Press conference.

(ii) Board meetings.

(iii) Team meetings.

Public Communi-  
cation.

(i) Election campaigns

(ii) Public speeches by  
dignitaries.

### Session - 3

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

Ans: Maintaining eye-contact.

2) What does an upright body posture convey or show?

Ans Confidence.

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

Ans Keeping hands in pocket in talking.

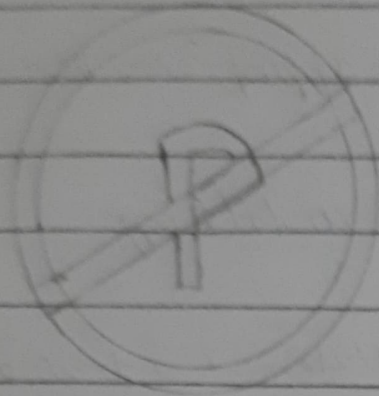
4) Which of the following statement is true about communication?

Ans The communication is done using words.

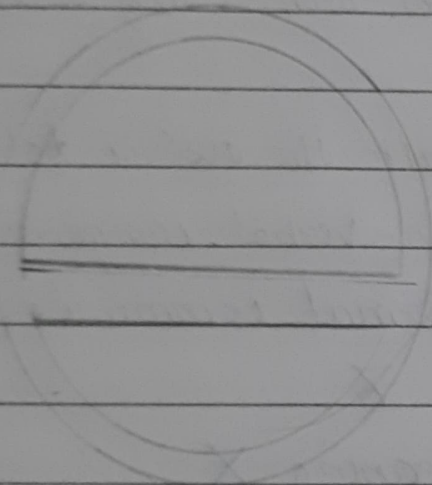
5) Put a X mark against the actions below which are examples of bad non-verbal communication?

- Ans • Laughing during formal communication X
- Scratching head X
- Yawning while listening X
- Biting nails X
- clenching jaws X
- inserting ware X

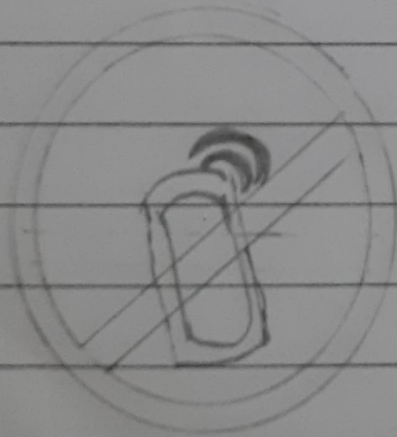
Draw any five common signs used for visual communication - Explain what each convey and where did you see it?



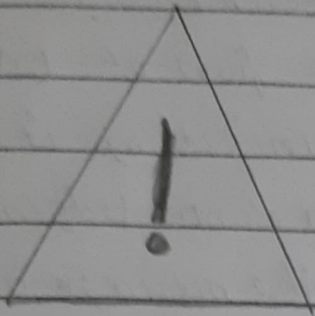
No Parking zone: This sign informs drivers that they can't park their vehicles in specific location.



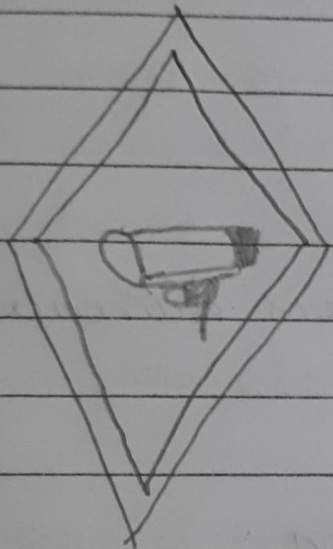
No entry: This sign indicates that entry into the area is forbidden.



No mobile phone: This sign ~~conveys~~ for many people that use phone where phones are not permitted.



Danger Warning: This sign indicates an immediate hazard which if not avoided will result in death.



Under CCTV surveillance:  
This sign informs people of surveillance cameras located within a vicinity.

### session 7

- 1) All of the above.
- 2) I have to tell you this but your drawing skills are poor.
- 3) Direct & honest & specific.

Q) What do you mean by feedback?

Ans Feedback is an important part of communication cycle. For effective communication, it is important that the sender receives an acknowledgement from the receiver about getting the message across.

### Session 5

A1) Financial barrier.

2) (a) Respecting each others differences.

(b) Using a translator.

### Subjective Question

Q: Write down the common communication barriers you may come across when you move to a new city?

Ans They are as follows:

(i) Physical barrier.

(ii) Linguistic barrier.

(iii) Interpersonal barrier.

(iv) Organisational barrier.

(v) Cultural barriers.

Session-6

- (1) (a) Radha has a red dress.  
 (b) The girl on the train is the best seller.
- (2) (a) The Tiger is a strong animal.  
 (b) She is arriving on Monday.
- (3) (a) I am so excited about my first foreign trip.  
 (b) This is Abdul's notebook.
- (4) Divya drinks milk everyday.

B: Fill in the blanks:

- a: The boy is swimming.  
 b: The children are playing.  
 c: The students are writing.  
 d: Rahul is driving the car.  
 e: Missen is teaching.  
 f: The cat is eating.

C. Identify the conjunctions & prepositions from the list below and write them in correct box.

Conjunction  
 Because, and, since,  
 Although, Or.

Preposition.  
 Over, Under, in, At,  
 up, on Beside



## Session-7

- A:)
- 1) Subject: The children.
  - 2) Object: Football.
  - 3) He wrote hū six a letter.
  - 4) The clock was repaired by Raju.
  - 5) Object: the car, Verb: crashed, Subject: The car.
  - 6) Audience.

CB) Write one sentence of each type - Statement, question, exclamatory and order.

Ans) Statement :

Love all because everyone needs to be loved.

Question :

Why do people hate one another?

Exclamatory :

Please! Don't hurt them.

Order :

Shut the door.

3) Practice speaking correct sentences with your classmate. Try and find the parts of sentences which you use commonly.

Q: Write two sentences of each type of sentence -  
Statement, question, exclamatory, order.

Statement:

- 1) I love my family.
- 2) They are playing in the park.

Question:

- 1) Where were you yesterday?
- 2) How did you draw this?

Exclamatory:

- 1) Wow! It looks amazing.
- 2) No! I don't want it.

Order:-

- 1) Stand up.
- 2) Bring a glass of water for me.

Q: Which is your favourite food, dish or cuisine?  
Write two paragraphs about your favourite food,  
dish or cuisine. Each paragraph should have  
a minimum of five sentences. Make sure you  
follow all the rules about sentences and paragraphs  
you have learnt.

Ans Paneer is a basic kind of non-melting cheese used in Indian cuisine. Apart from lentils, it is a most common source of proteins and calcium to the vegetarian Indians. It is made by curdling hot full fat milk with an acidic ingredient like lemon juice, citric acid etc. Later the curdled milk solids are drained on a muslin cloth and then pressed with a heavy object to form paneer blocks. This non-aged cheese is then cut to cubes and used in many recipes.

Paneer is widely used in curries, rice dishes, snacks, appetizers, cakes and even in many deserts. Whenever used in any dish, it adds more to its delicacy. Each and every dish of it is filled with great taste and everyone loves to eat it. Dishes made out of it are paneer tikka, kadhai paneer, chilli paneer, paneer butter masala, sahi paneer etc.