

COMMUNICATION SKILLS - II

Date _____

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Session-1

(A) MCQs -

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 & colours to highlight differences amongst all.

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 communicate quickly with one or many individuals in various locations & offers flexibility, convenience & low cost.
Notices/posters	Effective when the same message is sent to a large group of people where e-mail communication may not be effective. Eg: - change in the lunch time for factory workers
Other methods	Social networks, message, phone call for communication etc.

Choosing the right method of communication depends:-

- ① Target audience
- ② Costs
- ③ Kind / type of information
- ④ Urgency / priority

SESSION - 2

Ⓐ MCQ -

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

Ans: Ⓒ Phone call

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

Ans: Ⓓ Simple.

3. Why do we use e-mails?

Ans: Ⓐ To communicate with many people at the same time

Ⓑ Subjective Question

1. List the different types of verbal communication includes 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 that takes place between 2 individuals and is thus a one-on-one conversation • It can be formal or informal • Eg:- A manager discussing the performance with an employee & 2 friends discussing homework
Written Communication	<ul style="list-style-type: none"> • This form of communication involves writing words. It can be letters, circulars, reports, manuals, SMS, social media chats, etc. It can be b/w 2 or more people.

Types	Description
Small Group Communication	<ul style="list-style-type: none">• It takes place when there are more than two people involved. Each participant can interact and converse with the rest.• Eg - Press conferences, Board & Team meetings
Public Communication	<ul style="list-style-type: none">• This type of communication takes place when one individual addresses a large gathering.

SESSION-3

(A) MCQs -

1. Which of these is a positive 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

Ans: (d) Keeping hands in pockets while talking.

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

Ans: (a) 7% communication is done using words.

5. List the actions below which are eg. 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

Ⓑ Subjective Question.

1. Draw any 5 common signs used for visual communication. Explain what each conveys & where did you see it?

Ans: Visual communication proves to be effective as it involves interaction by giving messages through images and pictures.

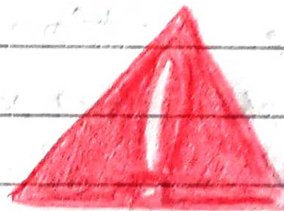
1. No parking zone



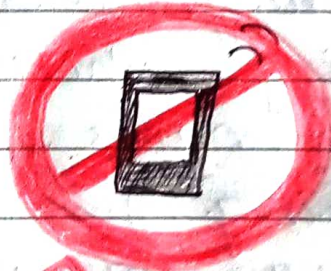
2. No Entry



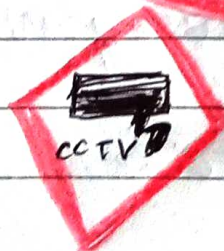
3. Danger Warning



4. No Mobile phone



5. Under CCTV Surveillance



SESSION-4

(A) 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 right way.

2. Which of these ^{are} 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 receives an acknowledgement from the receiver.

about getting the message across

SESSION - 5

(A) MCQs -

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:-

① Physical Barriers - Phy Barriers is the environmental & natural condition that act as a barriers in communication sending message from sender to receiver. Not being able to see gestures, postures and general body language can make communication less effective.

• Eg: Text messages are often non-standard and less effective than face-to-face communication.

② 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.

• Eg: Slang, professional jargon and regional colloquialisms can make communications difficult.

* Interpersonal Barriers - Barriers to interpersonal communication occur when the sender's message is received differently from what it was intended. Stage fear, lack of will to communicate, personal differences can create interpersonal barriers to communication.

* Organisational Barriers - The organisational 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

inconvenience and difficulties.

SESSION-6

(A) MCQs -

1. In which of the following, the underlined word is an adj.?

Ans: (a) Radha has a red dress.

2. Which of these sentences is punctuated correctly?

Ans: (d) She is arriving on Monday.

3. Which of these sentences is punctuated correctly?

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

4. 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 a 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, ~~But~~ Since, Although, or,
up, on, Beside

Ans. Conjunction → Because, and, since, or,
although, at.

Preposition → Over, under, in, up,
on, Beside

SESSION-7

(A) MCQs -

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 ~~has~~ 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 - washed;
subject - the car.

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

Ans: (a) audience.

B&C. Short Answer Questions / Subjective questions

1. Write 2 sentences of each type of sentence - statement, question, order

Ans Statement :-
• Water flows downward.
• I love to eat chocolates.

Question :-
• Shall we go to the market?
• Have you ever been to Paris?

Exclamatory :-
• Alas! My dog is dead.
• Bravo! That was spectacular.

Order :-
• Go there
• Leave the place at once

2. Which is your favourite food, dishes or cuisine? Write 2 paragraphs about your favourite food, dish or cuisine.

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 a burger. They are so soft yet crunchy, that I love eating it. I love eating burger which is filled with cheese & vegetables. It gives burger the right amount of freshness & ~~o~~ crunchiness.