

# Communication Skills - I

Date \_\_\_\_\_

Page \_\_\_\_\_

## SESSION-A

A.

1. (d) Time

2. (a) e-mail

3 (b) Speaking

B. Methods

Face-to-face

Self explanatory, face to face direct communication

e-mail

e stands for electronic-mail

Notices / Posters

Its effective to comm send a one-way message to a large group of people at once

Business meetings

Its a meeting, which is basically face-to-face but on a larger scale

## SESSION-2

A. 1. (C) Phone Call

2. (b) Simple

3. (b) To share documents and files

B. Types of verbal communication.

Interpersonal  
communication

- Two friends discussing homeworks
- A manager discussing the performance between individuals with an employee

Written  
Communication

- A manager writing an appreciation e-mail to employee
- Writing a letter to grand mother enquiring about health

Small Group  
Communication

- Press Conference
- Board meeting

## SESSION-3

1. (b) Maintaining eye contact
2. (c) Confidence
3. (a) Keeping hands in pockets while speaking
4. (d) 7% of our communication is done using words.

5. 2.

6

9

11

12

6

## SESSION - 4

1. (a) Excellent, your work has improved
2. (a) I hate to tell you this but your drawing skills are poor
3. (b) Direct <sup>and</sup> ~~or~~ honest

B.

1. Feedback is defined as the user or the consumers view or opinion on the product or service of a particular company. Good and honest feedback helps correct the companies mistakes and therefore improve the company.

## SESSION - 5

1. (a) Financial Barrier
2. (b) Using a translator

(If rather choose c)

B. The most obvious and many times the only one is linguistic barrier. These

barriers ~~are very hard to come~~ used to be very hard or impossible to tackle previously since you needed to learn the new language. But nowadays with the availability of translators, and even better voice-assistant apps like Google Assistant, Alexa, Siri etc., we can comfortably speak our own language and they will translate it into the desired language.

## SESSION-6

1. There is no word underlined.
  2. (d) She is arriving on Monday
  3. (d) This is Abdul's notebook
  4. (b) Sanjay ~~is~~ gifted me a newspaper
- B.
1. (a) ~~The Boy is~~  
The Girl is Swimming
  - (b) The Children are Playing

(c) The Students are studying

(d) Rahim is Driving the Car

(e) Ms Sen is teaching

(f) The fat cat is eating

(g)

## SESSION 7

A 1. (A) The children

2. (D) Football

3. (c) He wrote his ~~letter~~ sister a letter

4. (B) The clock was repaired by Raju

5. (b) Object: The car; Verb: crashed;  
Subject: a tree

6. (d). Audience

B.

1. Statement - The weather is fine today  
Question - How are you doing?  
Exclamatory - Alas! We lost the match

2. My favorite festival is Rathayatra, also known as Car festival. Usually celebrated between June and July, this 9 day festival is about the travel of Lord Jagannath from His temple to Gundicha Temple. It is named Car festival because the Deities go on 3 huge Car Chariages. This festival has been celebrated since very ancient times.

This festival is celebrated in Puri, Odisha. On the first day of the 9 days, the 3 deities namely Lord Jagannath, Lord Subhadra and Lord Balabhadra are carried to the Chariots. From there after a series of rituals, they are transported all across the Grand Road to Gundicha temple. There they stay on the Rath for the next 8 days before again being carried back to the temple.

C.  
1. Statement - This laptop costs 599 USD  
Earth attracts everything towards  
its centre

Question - What happened in the ~~the~~ first second  
of the Big Bang?  
Who is he

Exclamatory - Yay! We won the match  
Alas! What a sad day

Order - Open the blinds and the window.  
Sit there.

2. My favorite dish is fish n' chips. It has  
originated from England and consists of,  
as the name suggests, fried fish in batter  
with chips (British name for ~~thick~~ french fries).  
It was ~~for~~ originally formed around 1890.  
It was formed as a result of two merging  
cultures.

For the fish, it's usually cod. The fish is  
clipped in a batter and fried for 8 mins.



Meanwhile, the potato is cut into long slices but thicker than the average french fries. Then they are either fried or baked. Finally, the fish and chips are served together with some salt and vinegar on top and with some slices of lemon and green peas.