

Ch-1 Communication Skills

Multiple choice Section - 1

1. Which of the following is not an element of communication within the communication process cycle?

(a) Channel (b) Receiver (c) Sender (d) Time

2. You need to apply leave at work, which of communication will you use?

(a) E-mail (b) Letter (c) Newsletter (d) Blog

3. By which action can senders send their message?

(a) Creation (b) Speaking (c) Reading (d) Writing

Subjective Questions

1. List the different types of verbal communication. Include example for each verbal communication type.

A

Type of Communication	Examples
Interpersonal Communication	<p>This form of communication takes place between two individuals & is a one-on-one conversation. It can be formal or informal.</p> <p>Ex-1. Two friends discussing homework 2. A manager discussing the performance with an employee</p>
Written Communication	<p>This form of communication involves writing words. It can be letters, circulars, reports, manuals, MMs, social media chat, etc. It can be between two or more people.</p> <p>Ex-1. Writing a letter to grandma enquiring about health 2. A manager writing an appreciation email to an employee.</p>
Small Group Communication	<p>This type of communication takes place when there are more than two people involved. Each participant can interact & converse with the rest.</p> <p>Ex-1. Press conferences 2. Board meetings</p>
Public Communication	<p>This type of communication takes place when one individual addresses a large gathering.</p> <p>Ex-1. Election Campaign 2. Public speeches by dignitaries</p>

2. Make a chart highlighting all the methods of communication with. Use markers & colours to highlight differences amongst all.

Method	Description
Face-to-face informal communication	It helps the message to be understood clearly & quickly. It adds to the effectiveness of communication.
Email	Use to communicate quickly with one or many individuals in various locations. It offers flexibility, low cost.
Notice/Posters	It is effective when some message has to go to large group of people. Use for where email communication may not be effective. Ex-charge in lunch time for factory worker.
Business Meeting	Communications during business meeting at an organisation are generally addressed to a group of people. It can be related to organisational decisions.

Session-2

A. Multiple choice Question

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

(a) Newspaper (b) letter (c) Phone call (d) Email

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

(a) Acronym (b) Simple (c) Technical (d) Jargon

3. Why do we use e-mail?

(a) To communicate with many people at same time
(b) To share documents & files

(c) To talk to each other in real-time

(d) To keep a record of communication

B. Subjective question

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

Type

A Done in session 1