

Lesson 3

A. Multiple choice Questions

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

- (a) Frowning while concentrating
- (b) Maintaining eye contact
- (c) Smiling continuously
- (d) Rolling up your eyes

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

- (a) Pride
- (b) Inferiority
- (c) Confidence
- (d) Humility

3. Which of these is not an appropriate non-verbal communication at work?

- (a) Keeping hands in pockets while talking
- (b) Talking at moderate speed
- (c) Sitting straight
- (d) Tilting head a bit to
listen

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

- (a) 50% of our communication is non-verbal
 (b) 20% communication is done using body movement
 face, arms, etc.
 (c) 5% communication is done using voice, tone,
 pauses, etc.
 (d) 7% communication is done using words

50. Put a * mark against the actions below which are example of bad non-verbal communication

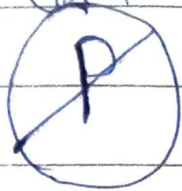
- laughing during formal communication *
- scratching head
- smiling when speaking to a friend
- standing straight
- yawning while listening *
- sitting straight
- maintaining eye contact while speaking
- biting nails *
- firm handshake
- clenching jaw *
- looking away when someone is speaking to you
- intense stare *

B. Subjective Question

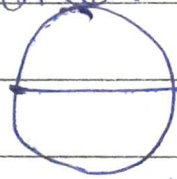
1. Draw any five common signs used for virtual communication. Explain what each conveys & where did you see it?

A. The few signs used for virtual communication are:

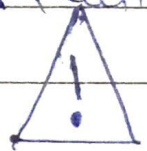
1. No parking zone: This sign inform drivers that they can't park their vehicle in specific



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



3. Danger warning: This sign indicates an immediate hazard which, if not avoided, will result in death or serious injury



4. Under CCTV Surveillance: This sign notify people of surveillance camera posted within vicinity



5. No mobile phone: This sign indicates to both employees & visitors that the use of mobile phones on site or in a particular area is not permitted



Session 4

A. Multiple choice

1. Which of these are example of positive feedback?

- (a) Excellent, your work has improved
- (b) I noticed your dedication towards the project
- (c) You are always doing it the wrong way
- (d) All of the above

2. Which of these example of negative feedback?

- (a) I hate to tell you this but your drawing skills are poor.
- (b) You can sure improve your drawing
- (c) This is a good drawing but you can do better.
- (d) None of the above

3. Which of the following are effective components of a good feedback?

- (a) Detailed & time consuming but direct & honest
- (b) Specific & opinion-based

B. Subjective Questions

1. What do you mean by feedback?

A feedback is the final component & one of the most important factors in the process of communication since it is defined as the response given by the receiver to the sender.

Section 9

A. Multiple choice

1. Which of these is not a common communication barrier?

- (a) Linguistic barrier
- (b) Interpersonal barrier
- (c) Financial barrier
- (d) Organisational barrier

2. Which of these are ways to overcome communication barrier?

- (a) Respecting each other's differences
- (b) Using a translator
- (c) Not communicating at all
- (d) Using your own language for comfort

B. Subjective Question

1. Write down the common communication barrier you may come across when you move to a new city or country.

Physical Barriers: are the environmental & natural conditions that act as a barrier in communication. In sending message from sender to receiver. Ex - Poor messages are often less effective than face to face communication.

Linguistic Barriers: The inability to communicate using a language is known as language barrier to communication. Language barrier barriers are not a common communication barrier, which cause misunderstanding between people. Ex - Many professional jargon.

Interpersonal Barrier: It occurs when sender's message is received differently from how it was intended. It is also difficult to communicate with someone who is not willing to talk or express their feelings.

Organizational Barriers: Organizations are designed on the basis of formal hierarchical structure that follow performance standards, rules & regulations, procedures, etc.

Cultural Barriers: It is when people of different cultures are unable to understand each other's customs, resulting in inconvenience and differences. Sometimes people make stereotypical assumptions about others based on their cultural background.