

## Check Your Progress

A. Multiple choice questions.

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

Ans (d) Time.

2. You need to apply for leave at work? Which method of communication will you use?

Ans (a) e-mail

3. By which action can senders send their messages?

Ans (c) Reading

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

Ans (c) Phone call

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

Ans (b) Simple

6. Why do we use emails?

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

b) To share documents and files.

### Subjective question

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

Ans ① Interpersonal Communication

→ This form of communication takes place between two individuals and is thus a one-on-one conversation. It can be formal or informal.

Ex:-

① Two friends discussing homework.

② Written Communication

→ This form of communication involves writing words. It can be letters, circulars, reports, manuals, SMS, social media chats, etc. It can be between two or more people.

Ex:-

① A manager writing an appreciation e-mail to an employee.

### ③ Small Group Communication

→ This type of communication takes place when there are more than two people involved. Each participant can interact and converse with the rest.

Ex:-

① Press conferences.

### ④ Public Communication

→ This type of communication takes place when one individual addresses addresses a large gathering.

Ex:-

① Election campaigns.

## Home Assignment

A. Multiple choice questions.

1. Which of these is a positive facial expression?

Ans (b) Maintaining eye contact.

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

Ans (b) Confidence

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

Ans (a) Keeping hands in pockets while talking

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

Ans (d) 7% communication is done using words.

5. Put a x mark against the actions below which are examples of bad non-verbal communication.

• Laughing during formal communication

• Scratching head

• Smiling when speaking to a friend

• Nodding when you agree with something

• Standing straight

• Maintaining eye contact while speaking

• Biting nails

- Firm Handshake
- clenching jaws
- Looking away when someone is speaking to you
- Intense stare
- Yawning while listening
- Sitting straight

## Home Assignment

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### ① Multiple choice questions

1. Which of these are examples of positive feedback?

Ans (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 are examples of negative feedback?

Ans (a) I hate to tell you this but your drawing skills are poor.

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

Ans (b) Direct and honest

(c) Specific

## Home Assignment

A. Multiple choice questions

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's differences

(b) Using a translator

B. Subjective question



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

Ans The barriers to effective communication are:-

### 1. Physical Barriers

→ It is the environmental and natural condition that act as a barriers in communication in sending message from sender to receiver.

### 2. Linguistic Barriers

→ The inability to communicate using a language is known as language barriers to communication. Language barriers are the most common communication barriers.

### 3. Interpersonal Barriers

→ Barriers to interpersonal communication occur when the sender's message is received differently from how it was intended. It is also very difficult to communicate with someone who is not willing to talk or express their

feelings and views.

#### 4. Organisational Barriers

Organisations are designed on the basis of formal hierarchical structure that follow performance standards, rules and regulations, procedures, policies, behavioural norms, etc.

#### 5. Cultural Barriers

Cultural barriers is when people of different cultures are unable to understand each other's customs, resulting in inconveniences and difficulties.

## Home Assignment

### A. Multiple choice questions

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

Ans (a) Radha has a red dress.

(c) The Girl on the Train is a best-seller.

2. Which of these sentences is capitalised correctly?

Ans (c) The Tiger is a strong animal.

(d) She is arriving on Monday.

3. Which of these sentences are punctuated correctly?

Ans (c) I am so excited about my first foreign trip!

(d) This is Abdul's notebook.

4. In which of these sentences can you find an adverb?

Ans (a) Divya drinks milk every day.

### B. Fill in the blanks

1. Fill correct nouns and verbs from the given options to complete the sentence

in the table given below.

- (a) The girl is swimming .
- (b) The children are playing .
- (c) The students are writing .
- (d) Rahim is driving the car .
- (e) Ms Sen is teaching .
- (f) The cat is eating .

C. 5. Identify the conjunctions and prepositions from the list below and write these in the correct box.

Ans

Conjunction	Preposition
Because, And, Since, Although, Or	Over, Under, In, At, Up, On, Beside

## Home Assignment

A. Multiple choice questions.

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 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: crashed;  
Subject: the car.

6. Identify the indirect object in the sentence, 'The band played music for the audience.'

Ans (d) audience.

7. Which of these is an imperative sentence?

Ans (d) Oh no! I missed my flight.

8. Which of these sentences is in active voice ?

Ans (c) He is reading a book.

B.1. Write one sentence of each type - statement, question, exclamatory and orders

Ans The two sentences of each type of

Sentences are:-

### Statement

1. Blue is my favourite colour.
2. The farewell party begins in two hours.

### Question

1. Do you want tea or coffee?
2. Is it raining?

### Exclamatory

1. This is the best day of my life!
2. Oh, my goodness, we won!

### Order

1. Please lower your voice.
2. Respond immediately.

2. Which is your favourite festival? Write two paragraphs about your favorite festival. Each paragraph should have a minimum of four sentences.

Ans Holi is my favourite festival

Holi is known as the festival of colours. It is one of the most important

festivals in India. It is celebrated with colors to mark the victory of virtue and goodness over evil. Holi is also a way to welcome the blooming of flowers and sense of warmth and happiness.

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

Ans My favourite food is chicken biryani. It is a very delicious dish which includes layers of chicken, rice and good aroma. It is also good for health and our digestive system because it is prepared from so different spices.