

Chapter-1, Communication Skills

A. Multiple Choice Questions

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

(d) Time

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

(a) e-mail

3. By which action can senders send their messages?

(c) Reading

B. Subjective question.

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

Method

Description

Face-to-face
informal
communication

There is nothing better than face-to-face communication. It helps the message to be understood clearly and quickly. Also, since body language can be seen in this case, it adds to the effectiveness of the communication.

e-mail

e-mail can be used to communicate quickly with one or many individuals in various locations. It offers flexibility, convenience and low-cost.

Notices /
Posters

It is effective when the same message has to go out to a large group of people. Generally used for where email communication may not be effective.

Business
Meetings

Communication during business meetings at an organization are generally addressed to a group of people. It can be related to business, management & organizational decisions.

Other Methods.

There can be various other methods like social networks, message, phone call for communication, newsletter, blog etc.

Session 2

A. Multiple Choice Questions

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

(c) Phone call

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

(b) Simple

3. Why do we use e-mails?

(a) To communicate with many people at the same time

(b) To share documents and files

B. Subjective question

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

type.

Type of Verbal Communication

Examples

Interpersonal Communication

Examples:

- (i) A manager discussing the performance with an employee.
- (ii) Two friends discussing homework.

Written Communication

- (i) A manager writing an ~~employee~~ appreciation e-mail to an employee.
- (ii) Writing a letter to grandmother ~~enquiring~~ about health.

Small Group Communication

- (i) Press conference
- (ii) Board meetings
- (iii) Team meetings

Public Communication

- (i) Election campaigns
- (ii) Public speeches by dignitaries.

Session 3

A. Multiple Choice Questions

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

(b) Maintaining eye contact

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

(c) Confidence

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

(a) Keeping hands in pockets while talking

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

(d) 7% communication is done using words.

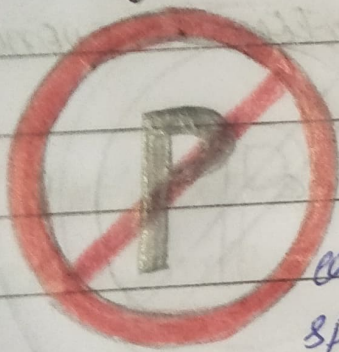
5) Put a X mark against the actions below which are examples of bad non-verbal communication.

- Ans:
- Laughing during formal communication X
 - Scratching head X
 - Yawning while listening X

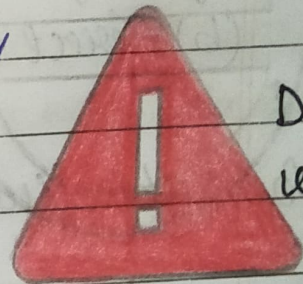
- Biting nails X
- ~~Clen~~ clenching jaws X
- Looking ~~when~~ away when someone is speaking to you X
- Intense stare

• Subjective question

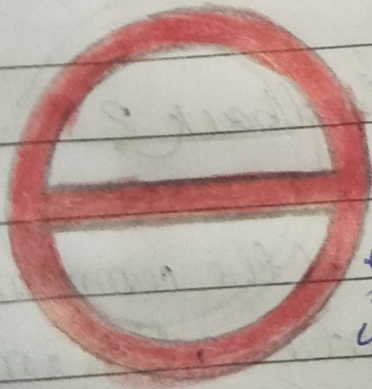
Draw any five common signs used for visual communication. Explain what each conveys and where did you see it?



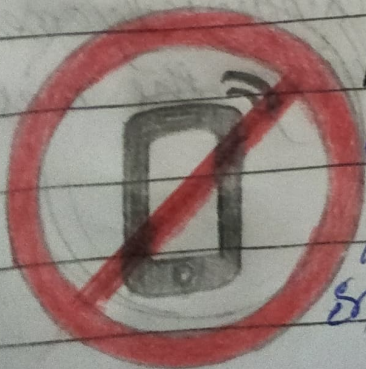
No parking zone: This sign informs drivers that they can't park their vehicles in specific location



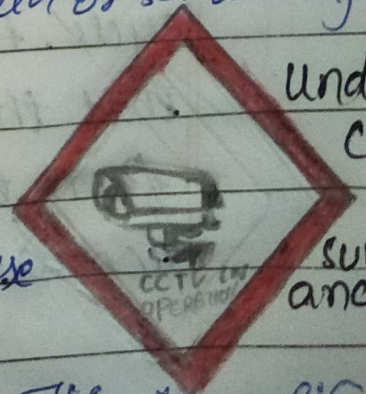
Danger warning: This



No entry: This sign indicates that entry into the area is forbidden. This sign indicates an immediate hazard which if not avoided will result in death or serious injury.



No mobile Phone: This sign notify people ~~of~~ that use phones is not permitted in a particular area.



Under CCTV surveillance :

This sign notifies people of surveillance cameras posted within vicinity.

Session 4

A. Multiple Choice Questions

1. Which of these are examples of positive feedback?
(d) all of the above
2. Which of these are examples of negative feedback?
(a) I have to tell you this but your drawing skills are poor.
3. Which of the following are effective components of a good feedback?
(b) Direct and honest & (c) specific

B. Subjective question

What do you mean by ~~feedback~~ feedback?

Feedback is an important part of the communication cycle. For effective communication, it is important that the sender receives an acknowledgement from the receiver about getting the message across.

Session 5

A. Multiple Choice Questions.

1. Which of these is NOT a common communication barrier?
(c) Financial barrier
2. Which of these are ways to overcome communication barriers?
(a) Respecting each other's differences
(b) Using a translator

B. Subjective Question

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

They are as follows:

- (i) Physical barriers
- (ii) Linguistic barriers
- (iii) Interpersonal barriers
- (iv) Organisational barriers
- (v) Cultural barriers.

Session 6

A. Multiple Choice Questions

1. In which of the following, the underlined word is an adjective?
(a) Radha has a red dress.
(c) The girl on the Train is a best-seller.
2. Which of these sentences is capitalised correctly?
(c) The Tiger is a strong animal.
(d) She is arriving on Monday.
3. Which of these sentences are punctuated ~~is~~ correctly?
(c) I am so excited about my first foreign trip!
(d) This is Abolul's notebook.
4. In which of these sentences can you find an adverb?
(a) Deya drinks milk everyday.

B. Fill in the blanks.

1. Fill correct nouns and verbs from the given options to complete ~~the~~ the sentence in the table given below.
a. The boy is swimming.
b. The children are playing.

- c. The students are writing.
- d. ~~Ms. Rahman~~ is driving the car.
- e. ^{Ms. Sen} ~~Teacher~~ is teaching.
- f. The cat is eating.

c. Subjective question

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

Conjunction

Because, And, Since,
Although, Or

Preposition

Over, Under, In, At,
Up, On, Beside

Session-7

A. Multiple Choice questions

1. Identify the subject in the sentence, "The children played football."

(a) Subject: The children

2. Identify the object in the ~~sent~~ sentence, "The children played football."

(d) Object: football

3. Which of these sentences have both indirect and direct objects?

D. He wrote his sister a letter.

4. Which of these sentences is in passive voice?

B. The clock was repaired by Raju.

5. Identify the object, verb and subject in the sentence, 'The car crashed into a tree'.

Object - the car, Verb - crashed, Subject - The car

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

(d) audience

B. Short Answer Questions

10. Write one sentence of each type - statement, question, exclamatory and order.

Ans: Statement:

Love all because everyone needs to be loved.

Question:

Why do people hate one another?

Exclamatory:

Please! Don't hurt them.

Order:

Shut the door.

2. Which is your favourite festival? Write two paragraphs about your favourite festival. Each paragraph should have a minimum of four sentences. Make sure you follow all the rules about sentence ~~with your classmates~~ about sentences and paragraphs you have learnt.

Eid-ul-Fitr or Eid is a festival that marks the end of the month of Ramadan. Ramadan is the holy ~~month~~ month of fasting for Muslims. After the completion of the month, when the moon is seen, the ~~the~~ celebration of Eid gets to start.

Eid is celebrated in great joy and happiness. The festival is a day of joy and thanksgiving. It is a festival which gives the message of kindness, sympathy and brotherhood. It is a festival of love and compassion.

3. Practice speaking correct sentences and paragraphs you have learnt with your classmates. Try and find the parts of sentences which you use commonly.

C. Subjective Questions

- 1) Write two sentences of each type of sentence - statement, question, exclamatory and order.

Ans Statement:

- I love my family.
- They are playing in the park.

Question:

- Where were you yesterday?
- How did you draw this?

Exclamatory:

- Wow! It looks amazing.
- No! I don't want it.

Order:

- Stand up.
 - Bring a glass of water for me.
2. Which is your favourite food, dish or cuisine? Write two paragraphs about your favourite food, dish or cuisine. Each paragraph should have a minimum of four sentences. Make sure you follow all the rules about sentences and paragraphs you have learnt.

Paneer is a basic kind of non-melting cheese used in Indian cuisine. Apart from lentils, it is a most common source of proteins and calcium to the vegetarian Indians. It is made by curdling hot full fat milk with an acidic ingredient like lemon juice, citric acid or vinegar. Later the curdled milk solids are drained to a muslin cloth and then pressed with a heavy object to form paneer blocks. This non-aged cheese is then cut to cubes and used in many recipes.

Paneer is widely used in curries, rice dishes, snacks, appetizers, cakes and even in many desserts. Whenever used in any dish, it adds more to its delicacy. Each and every dish made of it is filled with great taste and everyone loves to savour it. Some dishes

made up of paneer include paneer butter masala,
kaddai paneer, malwi kofta, palan paneer,
matar paneer, mughlai shahi paneer, paneer
tikka etc. This is something ~~treating~~ which
~~not~~ one can give their tongue a great taste
as well as gain health at the same time.