

SESSION 1

Q1. What is communication?

Ans) Communication is the process of transferring or sharing of information, ideas and thoughts between two or more people.

Q2. Multiple choice questions :-

i) What is the purpose of communication?

a) Inform (tell someone about something)

b) Influence (get someone to do something you want)

c) Share thoughts, ideas, feelings

d) All of the above

ii) Which of the following methods are used to receive information from the sender through a

letter?

- a) Listening
- b) Speaking
- c) Reading
- d) Writing

iii) How do you receive information on phone?

- a) Listening
- b) Speaking
- c) Reading
- d) Writing

Q3. Match the column:-

Column A: Communication Barriers	Column B: Examples
1. Language	A. Trying to read a book when somebody else is watching TV in the same room.
2. Emotional	B. In some cultures, wearing shoes and walking inside the kitchen is considered rude and disrespectful.
3. Environmental	C. Talking in Hindi when others know only Tamil.
4. Cultural	D. Parent is not talking to the child.

Q4. Short answer question:-

Q1 Write down the seven factors affecting perspectives in communication.

Ans Factors affecting perspectives in communication are language, visual perception, Past experience, Prejudice, Feelings, Environment and Personal factors

11/05/21

Multiple Choice Questions:-

- Choose the correct example of oral communication.
 - Reports
 - Newspapers
 - Face-to-face conversation
 - Notes
- When we communicate verbally, we should use simple words.
 - difficult words
 - simple words
 - confusing words
 - Abbreviations
- Why do we send emails?
 - To reach on time
 - To share documents and files
 - To talk to each other
 - To meet each other
- Write down the different types of verbal communication. Give an example for each type.

Ans) There are two types of verbal communication:-

 - Oral or spoken communication - eg, Face to face conversation (group discussion).

- Written communication - eg, SMS, writing emails etc.

HWO
5/5/21

SESSION 3

Multiple Choice Questions :-

1. Which of these is a positive (good) facial expression?
 - a) staring hard
 - b) Nodding while listening
 - c) wrinkled forehead
 - d) looking away from the speaker

2. What does an upright (straight) body posture convey / show?
 - a) shyness
 - b) Fear
 - c) Confidence,
 - d) Intelligence

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

- a) Putting arm around a coworker's shoulder
- b) Shaking hands firmly
- c) Looking at the speaker with a smile
- d) Standing with an upright posture

4. When you are preparing for a presentation, you should

- a) Focus on the objectives of the presentation
- b) Practice your speech in front of a mirror or friend
- c) Do rehearsals to time your presentation of slides
- d) All of the above

Put a 'X' mark against the actions below which are incorrect.

- A. ~~For demonstrating the use of non-verbal communication~~
- B. Laughing during formal communication X
- B. Batching head X
- C. Smiling when speaking to a friend
- D. Nodding when you agree with something
- E. Standing straight
- F. Yawning while listening X
- G. Sitting straight
- H. Maintaining eye contact while speaking
- I. Biting nails X

- J. Firm handshake
- K. clenching jaws X
- L. Looking away when someone is speaking to you X
- M. Intense stare

Short answer question :-

Q. Give examples of any four common signs used for visual communication.

Ans) Sign showing railway crossing, sign for flammable substance, sign for slippery surface and sign which communicates that the area is a no smoking zone.

SESSION-4

(A) Multiple Choice Questions

- i) what is a sentence?
- ii) A group of ideas that form a complete para.
- iii) A group of words that communicate a complete thought.
- iv) A set of rules that we must follow to write correctly.
- v) A set of words that contains all the basic punctuation marks.

- b) The girl is riding.
- c) The boy is studying.
- d) The girls are skipping.
- e) Raju is drinking.
- f) The dog is barking.

HW

SESSION-5

① Multiple Choice Questions

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

i) The children.

ii) Children played

iii) Played

iv) Football

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

i) The children

ii) children played

iii) Played

