

# Critical Thinking Assignment

**Ques 1 Where can you find the role of Technical Communication?**

- A Professional Setting
- B Industries
- C Academic Institutions
- D All of the above

**Ques 2 Interpersonal communication is**

- A formal
- B Informal
- C Both
- D None of the above

**Ques 3 What type of communication is this?  
Communication between a Manager and a employee**

- A Vertical Communication
- B Horizontal Communication
- C Diagonal Communication
- D None of the above

**Ques 4 Multiple choice correct  
Which of the following are levels of communication**

- A Extrapersonal
- B Interpersonal
- C Extraterrestrial
- D Organizational

**Ques 5 What are the objectives of Technical communication**

- A To provide organized information that aids in quick decision-making
- B To invite corporate joint ventures
- C To disseminate knowledge in oral or written form
- D All of the above

**Ques 6 This reading is essentially a preview of the given text. One has to read quickly, without pausing to study the details of the text.**

- A Skimming
- B Scanning
- C Intensive reading
- D Extensive reading

**Ques 7 Every good writing should incorporate three structural elements as :**

- A A good title, heading and an end
- B An introduction body , a body and a conclusion
- C A table of contents , a heading and a paragraph in the main body
- D All of the above

**Ques 8 The transmission of the receiver's response to the sender is called \_\_\_\_.**

- A Reception
- B Decoding
- C Feedback
- D Message

**Ques 9 An incorrect inference is often drawn because:**

- A The message yields more than one meaning
- B Sender and the receiver play an unequal role in the communication
- C Any information that is not wanted
- D Individual's own personal discomfort

**Ques 10 Which mode of the communication, one-way communication intended for an audience of readers, listeners, or viewers where presentation of information occurs and there is no direct opportunity for the active negotiation of meaning exists ?**

- A Interpersonal
- B Interpretive
- C Visual
- D Presentational

**Ques 1 How is General and Technical Communication different from each other ?**

**Ans:**

General Communication	Technical Communication
Contains general message	Contains technical messages
Informal	Formal
Mostly Oral	Both Oral and Written
No set Pattern for Communication	Set Pattern for Communication
Not always for specific audience	Always for Specific audience

**Ques 2 What is Technical Communication ? State the objectives of technical Communication and give an example for successful technical communication.**

Technical Communication is defined as the conversation that takes place between professionals , to discuss a specific topic , with a specific purpose with a well-defined audience.

The objective of Technical communication are :

1. To provide organized information that aids in quick decision making.
2. To invite corporate joint ventures
3. To disseminate knowledge in oral or written form

Eg. The instructions that are present on the backside of a Maggie packet, that helped all of us , when we were cooking Maggie for the first time.

**Ques 3 Discuss briefly different types of flow in communication give examples .**

There are 3 major types of flow in communication. Vertical(Up/ Down), Horizontal and Diagonal.

In an organization the Vertical Flow can be in any direction , either upward or downward .

**Downward Communication :** This type of communication generally occurs to convey routine information , new policies , procedures etc. The sender is generally a person having high authority inside the organization as compared to the receiver.

Upward Communication : When subordinates send reports to inform their superiors , or to present their findings and recommendations to their superiors , communication flows upwards.

Horizontal Communication : This type of communication takes place among peers groups or hierarchically equivalent employees, i.e. employees at the same seniority level.

Diagonal Communication: Diagonal or crosswise communication flows in all directions and cuts across the various functions and levels in an organization. Communication between having different hierarchy and are in different departments of an organization

**Ques 4 What are the characteristics of Mass Communication ? Explain the term gatekeeper?**

Mass Communication is meant for a large audience and requires a medium to transit information . There are many mass media such as journals, books , television, and newspapers. The audience is heterogeneous and anonymous and thus the approach is impersonal.

The characteristics of Mass communication are

1. Large reach : It has capacity to reach audience scattered over a wide geographical area
2. Impersonality : Mass communication is largely impersonal , as the participants are unknown to each other
3. Presence of gatekeeper: Mass communication needs additional persons, institutions or organizations to convey the message from a sender to receiver .

Gate Keeper or mediator could be a person or an organized group of persons active in transferring or sending information from source to receiver.

**Ques 5 Briefly describe the Communication Cycle**

**Encoding**

Encoding involves the sender deciding on how to best convey their message. Appropriate words, gestures, tones, and sounds are important and should be based on knowledge of the receiver. For example, authors who write children's books usually communicate in short, sharp sentences with simple, child-friendly words.

**Message**

The message is simply the piece of information a sender communicates. Messages are based on the information chosen and how the information is conveyed so that the receiver understands it.

### **Medium (channel)**

The medium describes the means of communication. It may be a newspaper, computer screen, television, or radio. Each medium will be suited to a particular form of communication and subsequent audience.

### **Receiver**

The receiver is an important part of the communication cycle, for without someone to receive a message there can be no sender. The receiver gathers sent information and then attempts to understand it. If successful, the receiver becomes the sender, and the cycle repeats. This is also known as feedback because the receiver responds to a message by broadcasting their views.

### **Decoding**

To ensure that the process runs effectively, messages must easily be decoded. For example, a video featuring Stephen Hawking communicating the wonders of astrophysics would be lost on most children. A travel article espousing the nuanced beauty of a particular destination may be unable to be communicated to readers who have never visited. Indeed, successful receiver decoding is often reliant upon individual thoughts, memories, and perspectives.

### **Noise**

Invariably, there will be interference in the communication cycle. This is called noise, which disrupts harmonious communication in several ways.

**Ques 6 Communication includes many steps between a sender and a receiver. So how does the process of the communication cycle take place and explain the steps related to each of the following steps ?**

Answer : Communication process consists of some interrelated steps or parts through which messages are sent from sender to receiver. The process of communication begins with conceptualization of an idea or message by the sender, goes on to the transmission of the fact, idea, opinion or other information to the receiver and ends with receiver's feedback to the sender. The process consists of the following eight steps:

1. Formulation of Idea: Sender/ Communicator develops or conceptualizes an idea to be sent. Also known as the planning stage.

2. Encoding of Message: Converting or translation the idea into a perceivable form that can be communicated to others.

3. Use of Tool: After encoding, the sender gets a message that can be transmitted to the receiver. The tool can be oral, written, symbolic or nonverbal language. For example, when people talk, speech is the message; when people write a letter, the words and sentences are the message.

4. Selection of Medium: Medium is the channel or means of transmitting the message to the receiver. The medium of communication can be speaking, writing, signaling, gesturing etc.

5. Transmission of Message: Sender transmits the message through chosen medium. In the communication cycle, the task of the sender ends with the transmission of the message.

6. Reception of Message: Reception of sender's message by the receiver, in the form of hearing, seeing, feeling and so on.

7. Decoding of Message: Receiver's interpretation of the sender's message. Receiver converts the message into thoughts and tries to analyze and understand it. Effective communication can occur only when both the sender and the receiver assign the same or similar meanings to the message.

8. Feedback: Final step of communication process. Feedback means the receiver's response to the sender's message. Feedback is the essence of two-way communication.

### **Ques 7 Write a short note on Kinesics ?**

Kinesics communication is communicating by body movement and is perhaps the most well-known non-verbal form of communication, although it is not the only way to talk with others without words.

Kinesics communication is the technical term for body language, i.e., communicating by body movement. We call the study of kinesics communication kinesics. Kinesics communication is a non-verbal form of communication. However, it is not the only non-verbal way of communicating with other people.

When we communicate with others, we can speak, i.e., utter words. We can use body movements such as gestures and facial expressions. We can also write letters, texts, and emails to other people.

**Ques 8 Human communication takes place at different levels'.Justify this statement. How do 'fear of superiors' and 'too many transfer stations' cause barriers to communication?**

Answer : Communication takes place at different levels, and hence making different types of communication each being different from each other at each levels.

Person may talk to itself or may talk to someone else and even to some other beings such as AI or robots. The different levels of communication are as follows :

EXTRAPERSONAL Communication is where the environment plays a vital role. This happens when people talk to non-human and even non-living beings. For Example, a person talking to his pet, or talking to himself when he is lonely, or talking to trees and walls etc.

INTRAPERSONAL Communication occurs in your own mind. It is 'self-talk', the inner speech or mental conversations that we carry on with ourselves. It may be conscious or unconscious. It is the basis of your feelings, biases, prejudices, and beliefs. Examples are when you make any kind of decision – what to eat or wear. When you think about something – what you want to do on the weekend or when you think about another person. You also communicate with yourself when you put things down on paper (calendar, to-do list, planner, notes, writing warm-up).

INTERPERSONAL Communication happens between two people or within formal or informal groups or teams. It is group interaction that results in decision making, problem solving and discussion within an organization. Examples would be a group planning a surprise birthday party for someone. A team working together on a project. A focus group discussing the pros and cons of a new product. A group therapy session.

MEDIA Communication takes place through mechanical and electronic communicating instruments like mobile phones, e-mails, social media platforms, chat engines, interactive websites etc.

GROUP Communication involves a speaker who seeks to inform, persuade or motivate an audience. Interaction and feedback are there, but not immediate. Group members listen effectively and understand their role. Group size and physical arrangement are the important factors. Examples: a teacher and a class of students. A preacher and a congregation. A speaker and an assembly of people in the auditorium.

ORGANIZATIONAL Communication involves communication that takes place at different hierarchical levels within an organization. Coordination and collaboration are very important in organizational communication. This can be further subdivided into (i) internal-operational: all

communication within the organization, (ii) external-operational: communication between the organization and people outside the organization, and (iii) personal: communication within the organization but other than business or official purposes.

MASS or PUBLIC Communication is the electronic or print transmission of messages to the general public. It is non-interactive. Outlets called MASS MEDIA include things like radio, television, film, and printed materials designed to reach large audiences. A television commercial. A magazine article. Hearing a song on the radio. Books, Newspapers, Billboards. The key is that you are reaching a large amount of people without it being face to face. Feedback is generally delayed with mass communication.

**Ques 9 What are the types of Non-Verbal communication. Explain briefly .**

The many different types of nonverbal communication mentioned below :

Facial expressions: The human face is extremely expressive, able to convey countless emotions without saying a word. And unlike some forms of nonverbal communication, facial expressions are universal. The facial expressions for happiness, sadness, anger, surprise, fear, and disgust are the same across cultures.

Body movement and posture: Consider how your perceptions of people are affected by the way they sit, walk, stand, or hold their head. The way you move and carry yourself communicates a wealth of information to the world. This type of nonverbal communication includes your posture, bearing, stance, and the subtle movements you make.

Gestures: Gestures are woven into the fabric of our daily lives. You may wave, point, beckon, or use your hands when arguing or speaking animatedly, often expressing yourself with gestures without thinking.

Eye contact: Eyes are considered to be the window of the soul. We look at the eyes of the speaker to find out the truthfulness of his words, attitude, feeling, and intelligence.

Touch: We communicate a great deal through touch. Think about the very different messages given by a weak handshake, a warm bear hug ,etc.

Volume: Volume is the loudness or the softness of the voice. Our voice should always project but need not always be loud. If the place where we are speaking is large and open the volume should be high, and if the place is small and enclosed, the volume should be low. If our volume is too high we may sound boorish and insensitive, whereas if it sounds too low we may convey an impression of timidity, which has no place in the business world.



Pitch : Pitch refers to the number of vibrations of our voice per second. The rise and fall of the voice conveys many emotions. 'Thank you' is such a phrase. We can make out the difference when it is uttered indifferently and when it is sincere. Pitch is also influenced by the air supply of our body, if we run out of air, we cannot control the pitch of our voice

**Ques 10 Discuss the disadvantages of Oral Communication.**

Disadvantages of oral communication are explained below:

Poor Retention : The listener cannot retain oral messages in his memory for a long time. The speaker himself may not recall what he actually said.

No Record : Oral communication does not provide any record for future reference. In the absence of a record, oral messages have no legal validity.

Time Consuming : Oral communication may not always be time saving. Precisely because there is no binding medium like a page or a book, this form of communication is virtually endless. Sometimes meetings continue for a long time without arriving at any satisfactory conclusion.

Misunderstanding : Oral communications are likely to be misunderstood due to poor expression and noise. The speaker may not be able to make himself quite clear or the listener may be inattentive. This is likely to be truer when the two individuals are not on good terms with each other.

Lengthy Message : Oral communication is not suitable for transmitting lengthy messages. Some parts of vital importance may not receive adequate attention.

Lack of Responsibility : Oral messages are not recorded. Therefore, it becomes difficult to hold persons responsible for mistakes, inaccuracy or falsity in oral communication.

Imprecise : People usually take less care when speaking than when writing. Therefore, spoken words tend to be less precise than written words. Often the exact point the speaker is trying to make is lost in a mass of words.

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