**Critical Questions**

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SECTION – A (MCQ)

Q.1 . Is communication complete without feedback ? (Yes or No). Give reason.

Answer : No communication is not complete without feedback because, it is really important process as it carries out an effective communication between the sender and the receiver.

They both are able to extract information from each other and they also get to know about the requirement of each other. So, we can say that feedback is very important in communication.

Q.2. Define the term “Gustorics” .

Answer : One form of nonverbal communication that derives from cooking is Gustoric communication. Our sense of taste carries content based on the foods we eat to the brain. It sends messages of pleasure or displeasure the moment our palates come in contact with food.

Q.3. Define “ Haptics ”

Answer : Haptic communication is a branch of nonverbal communication that refers to the ways in which people and animals communicate and interact via the sense of touch.

Ex: (haptic perception means recognizing objects through touch). It also includes communicating through touch and technologies that bring the sense of touch to users.

Q.4. A man who is standing with his legs slightly apart with his hands clasped behind his back is likely to be :

A) Anxious

B) Confused

C) Confident

Answer : C) Confident

Q.5 Define “ Occulesics ”

Answer : The study of eye behaviour is called oculesics , and sometimes it is considered a subset of kinesis communication.

Q.6 Briefly state the importance of personal appearance in oral communication.

Answer :

The personal appearance of the participants establishes their social identity.

Personal appearance shows in your composure and in your tone of voice. You communicate confidence, knowledge, pleasantness, and competence, all of which add to your physical appearance as a comfortable speaker and the audience as willing partners in the process of knowledge sharing.

Q.7 Choose the correct verb .

a) One of my best friends **is** an extra on Seinfeld this week. **(**are **/** is**)**

**Explanation:**

The subject of this sentence is 'one,' which is, of course, singular. Don't let the intervening prepositional phrase (with its plural 'friends') fool you.

b) **.** Most of the milk **has** gone bad. Six gallons of milk **are** still in the refrigerator.

**(**Has, are **/** have, is**)**

**Explanation:**

'Most' is not a countable noun here (you can't count 'the milk' in the first sentence), so the verb must be singular. You can count the gallons of milk, though, so the subject in the second sentence is plural.

Q.8 Distinguish between Interpersonal and Intrapersonal.

Answer:

The main difference between these communications is Interpersonal deals with the communication used by a person to communicate effectively with others (public speaking), while Intrapersonal refers to communicating with own inner thoughts internally.

Q.9 Define Paralanguage.

Answer: Paralanguage is used to describe a wide range of vocal characteristics which help to express and reflect the speaker’s attitude . Paralanguage is non-verbal in nature and depends on voice , pitch, pause, volume, stress, gestures and signal.

Q.10 The transmission of the receiver’s response to the sender is called \_\_\_\_.

a)Reception

b)Decoding

c)Feedback

d)Message

Answer :- C

Section B ( Short Answers )

Q.1 Discuss the advantages of Sign language .

Answer : The advantages of sign language are as follows –

1. Helps the deaf and the dumb to communicate with the others as well as amongst themselves
2. Helps in the process of social inclusion of those that suffer from hearing impairment
3. Provides a chance to the deaf children to educate themselves
4. Enhances the level of confidence among the disabled
5. Instils a feeling of social responsibility and sensitivity among the non-deaf who volunteer to learn sign language in order to communicate with those who are disabled
6. Easier and effective communication reduces chances of conflict between people

Q.2. Discuss the disadvantages of Oral Communication.

Answer : [Disadvantages of oral communication](https://www.geektonight.com/oral-communication/#disadvantages-of-oral-communication) are explained below:

1. 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.
2. No Record : [Oral communication](https://www.geektonight.com/oral-communication/#disadvantages-of-oral-communication) does not provide any record for future reference. In the absence of arecord, oral messages have no legal validity.
3. Time Consuming : [Oral communication](https://www.geektonight.com/oral-communication/#disadvantages-of-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.
4. Misunderstanding : [Oral communications](https://www.geektonight.com/oral-communication/#disadvantages-of-oral-communication) 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.
5. Lengthy Message : [Oral communication](https://www.geektonight.com/oral-communication/#what-is-oral-communication) is not suitable for transmitting lengthy messages. Some parts of vital importance may not receive adequate attention.
6. Lack of Responsibility : Oral messages are not recorded. Therefore, it becomes difficult to hold persons responsible for mistakes, inaccuracy or falsity in oral communication.
7. 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.

Q.3 Write short note on Kinesics ?

Answer :

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](https://marketbusinessnews.com/what-is-communication-definition-and-examples/), 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.

Q.4 What are the types of Non-Verbal communication. Explain briefly .

Answer:

The many different types of nonverbal communication mentioned below :

1. **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.
2. **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.
3. **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.
4. **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, felling, intelligence.
5. **Touch:** We communicate a great deal through touch. Think about the very different messages given by a weak handshake, a warm bear hug ,etc.
6. **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, where as if it sounds too low we may convey an impression of timidity, which has no place in the business world.**
7. **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 the sincerity. 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

Q.5