

Q-1 Significance and process of Communication?

Ans

The Significance of Communication

- Communication is a linking Process of management
- Communication is the Primary means by which people obtain and exchange information.
- The most time-consuming activity a manager engages in is Communication
- Informations and Communication represent power in organizations.

Communication process

Communication is a Continuous process which mainly involves three element viz. Sender, message and receiver. The element involved in Communication Process are explained below :-

- 1) Sender: The sender generates the message & convey it to the receiver.
- 2) Message: It is the idea, information, view, fact feeling that is generated by the sender and is then intended to be Communicated further.
- 3) Encoding: The message generated by the sender is encoded symbolically such as in the forms of words, picture, gestures, etc.
- 4) Media: It is the manner in which the encoded message is transmitted.

2) Barriers of Communication?

Ans 1) Communication skills & styles: People have different communication skill and styles. often times, these differences can create barriers between communicator and receiver of message.

2) Social distance & Physical barriers: As we know many institution now depend on digital means of communication due to social distancing. This distance can cause to huge communication gap between workers and authorities.

3) Disengagement: Effective communication is about engagement between parties involved in communication. when there is no engagement from both parties this ruins the purpose of effective communication.

4) Organizational Structure: Complex and rigid organizational structure can be main culprit for inefficient communication. Such organisation may have inefficient information sharing & communication system.

5) Information Overload: Too little information is not good, but too much information can cause even more damage. Yet, information overload has always been one of biggest communication barriers.

Q-3. Write a Note On Personality Development ?
Ans Personality development encompasses the dynamic construction and deconstruction of integrative characteristic that distinguish an individual in terms of interpersonal behavioural traits. Indeeds, personality development is ever-changing and subject to contextual factors and life altering experiences. Personality development is also dimensional in description and subjective in nature. That is, personality development can be seen as a continuum varying in degrees of intensity and change. It is subjective in nature because its conceptualization is rooted in social norms of expected behavior, self-expression, and personal growth.

Q-4 What do you Understand by Concept of Johari Window ?

Ans Johari Window is a technique that aims to help people understand their emotional and physical relationship with self & other people. It is used in both a self help context, group setting and in the Corporate environment to improve individual and team performance.

Q.5 What are leadership qualities?

Ans → The essential leadership qualities are:

- 1) Integrity: The importance of integrity should be obvious. Though it may not necessarily be a major in employee evaluation, integrity is an essential leadership trait for the individual and the organisation.
- 2) Ability to delegate: Delegating is one of the core responsibilities of a leader, but it can be tricky to delegate effectively.
- 3) Communication: The best leaders are skilled communicators who are able to communicate in a variety of ways, from transmitting information to inspiring others to coaching direct reports.
- 4) Self Awareness: While this is a more inwardly focused trait, self awareness and humility are paramount for leadership.
- 5) Gratitude: Being thankful can lead to higher self-esteem, reduced depression and anxiety, and better sleep.
- 6) Learning Agility: It is the ability to know what to do when you don't know what to do.

Q-6 Non-Verbal medium of Communication ?

Ans Non-Verbal medium of Communication are explained below :-

1) Facial Expression

Facial expression are responsible for a huge proportion of non verbal communication.

Consider how much information can be conveyed with a smile or a frown. The look on a person's face is often the first thing we see, even before we hear what they have to say.

2) Gestures

Deliberate movements and signals are an important way to communicate meaning without words. Common gestures include waving, pointing, and using fingers to indicate numeric amounts. Other gestures are arbitrary and related to culture.

3) Paralinguistics

Paralinguistics refers to vocal communication that is separate from actual language.

This includes factors such as tone of voice, loudness, inflection and pitch.

Consider the powerful effect that tone of voice can have on the meaning of sentence. When said in a strong tone of voice, listeners might interpret approval and enthusiasm.

4) Body Language & Postures

Posture and movement can also convey a great deal of information. Research on body language has grown significantly since 1970s, but popular media have focused on the over-interpretation of defensive postures, arm-crossing, and leg-crossing.

5) Eye Gaze

The eyes play an important role in non-verbal communication and such things as looking, staring and blinking are important non-verbal behaviours.

2.7 Language Sensitivity and plagiarism?

The Plagiarism occurs when someone takes the words or ideas of someone else and attempts to present them as their own. Appropriating a person's work without proper credit is what distinguishes plagiarism from mere citation or quotation. When a writer quotes or cites a person, text, image or other piece of intellectual property.