**CHAPTER 9 FUNDAMENTALS OF INFLUENCING AND COMMUNICATION**

***Brief Answer Questions***

1. **Give the concept of wheel and all channel network of communication.**
2. **How can semantic barrier of communication be solved?**
3. **Present a diagrammatic process of communication.**
4. **Mention any four characteristics of communication.**
5. **What is active listening?**
6. **Define influencing.**

***Descriptive Answer Questions***

1. **Why communication is considered as lifeblood of organization? Describe the types of communication.**
2. **What obstruct communication from being effective? What can be done to make communication effective?**
3. **Describe influencing sub-system.**