

# Employability Skills

## Chapter - 1 Communication Skills

### Short Answer Questions

1) What are the different ways of communication?

Ans: Communication can take place in the following ways:

- 1) Verbal form i.e. oral communication and written communication
- 2) Non-verbal form i.e. communication through body language, gestures, etc.
- 3) Visual form i.e. communication using symbols and imagery.

2) What are the seven C's of effective communication?

Ans: The seven C's are:

- |                  |                 |                |
|------------------|-----------------|----------------|
| 1) Completeness  | 4) Clarity      | 7) Correctness |
| 2) Conciseness   | 5) Concreteness |                |
| 3) Consideration | 6) Courtesy     |                |



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3) Write any three importance of communication?

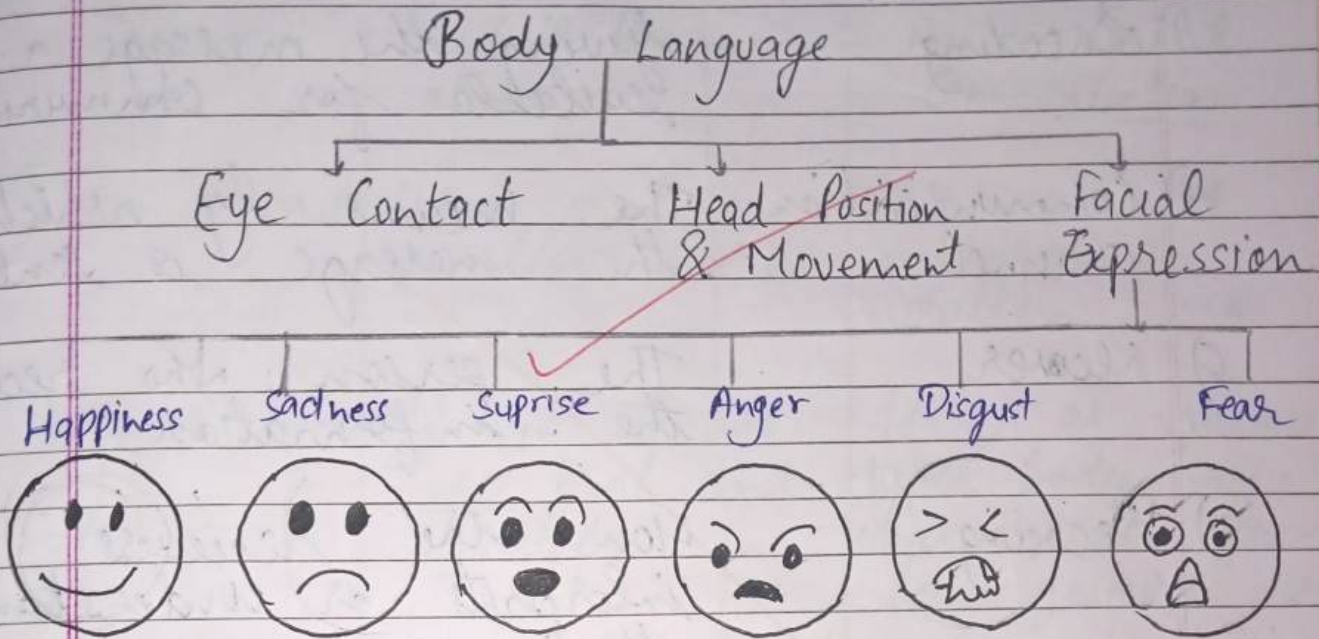
Ans Importance of communication

- 1) Acts as a Base for Action
- 2) Makes Planning Easy
- 3) Aids in Decision Making

4) What is body language?

Ans Body language is a part of the communication process in which non-verbal signals are a part of the message transmitted. It is also called kinesics. The unconscious behaviours are expressed through eye contact, head movement and facial expressions.

P.T.O.



Long Answer Type question

1) Define the elements of process of communication

Ans The main components of communication process are:

- |            |  |
|------------|--|
| 1) Idea    | The inception of message or information      |
| 2) Sender  | The person who wants to send the information |
| 3) Message | The information or idea that is to be sent   |



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- |                          |  |
|--------------------------|--|
| 4) Encoding              | Giving the message a form suitable for communication   |
| 3) Communication channel | The means by which the message is sent                 |
| 2) Receiver              | The person who receives the information                |
| 1) Decoding              | How the receiver interprets or understands the message |
| 8) Feedback              | The receiver's response to message                     |

2) Write the difference between verbal and non-verbal communication

Ans The difference between verbal and non verbal communication are

P.T.O

Basics	Verbal Communication	Non - Verbal Communication
1) Use of words	Uses oral or written words	Does not use any oral or written words
2) Types	It is of two types oral and written	It is of various types: body language, facial expression, gesture etc.
3) Understand	Easy to understand	Difficult to understand
4) Structure	Highly structured	Lacks information structure
5) Distortion of information	Less possibility of distortion of information	High possibility of distortion of information
6) Continuity	Begins and ends with words	<del>Continuous</del> Continuous until purpose is achieved
7) Feedback	Gives less and delayed feedback	Gives a lot of feedback



3) Write the advantages and disadvantages of visual communication.

Ans Advantages of Visual Communication

1) Message get delivered immediately

2) It is simple and easy to remember

3) It is universal, as it enables people to communicate irrespective of culture and language barriers

Disadvantages of Visual Communication

1) It can't handle complex data as it cannot be expressed in image

2) It is difficult to understand as it requires lot of repetition

3) It is difficult but culturally ambiguous as it may deliver contradictory message in different cultural backgrounds

15/4/2025

It

Chapter-1  
Introduction to It and Ites  
Industry

Q1) MCQ - Done in book pg no. 31

Q2) Fill ups - Done in book pg no. 31 & 32

Q3) True False - Done in book pg no 32

Q4) Short Answer Question

1) What is the use of Digilocker?

Ans It can be used to store crucial documents like Voter ID Card, Pan Card, Driving License, educational certificates, etc. in the cloud storage.

2) What do you understand by ITes?

Ans ~~Ites~~ ITes is also called web-enabled services or remote services. These services include entire organisational operation by which the information technology is utilized.



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for improving the efficiency of  
an organization

3) Name any three career options  
available in It.

Ans. i) Technology Equipment

ii) Software and App

iii) Technology Service and Repair

iv) Technology Sales

v) Technology Education, Training

and Support

vi) It Consulting

4) For what purpose is It used  
in business.

Ans. Information technology is used  
in various way. Business can  
use technology in manufacturing,  
improving custom care, transporta-  
tion, human resource management,  
business communication, improving  
services or products to gain  
competitive advantage etc.

Q3) Long Answer Questions

1) What are the merits and  
demerits of Digital India?



Ans: Merits

- 1) Transparency in transactions with no delay in the process
- 2) No corruption, as records can be tracked back
- 3) Improved quality of services
- 4) Convenient and easy
- 5) Less documentation

Demerits

- 1) Hacking poses a threat to digital transactions.
- 2) Lack of affordable smartphones in rural areas
- 3) Lack of digital literacy
- 4) Complex and privacy concern
- 5) Explain the role IT in education

P.T.O

Ans There are many ways in which IT is used for education in the classroom, such as:

- e-learning
- video on experiments
- printing of booklets, letters and document
- learning using the digital india
- smartboard presentation
- creation of images and videos
- educational games
- gathering information from the Internet

~~Sanku~~  
21/6/2024



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Sasban  
27/6/2026