



## Assignment 1.

Page No.

Q3) What is importance of paralanguage in communication? How can one compensate for its absence in written communication?

Ans Paralanguage refers to nonverbal communication such as tone of voice, pitch, loudness. These plays important role in conveying emotions, attitudes, and nuances in verbal communication.

In written communication, absence of paralanguage lead to misinterpretation or a lack of emotional context.

Q2) What do you understand by inter cultural barriers?

Ans Challenges that arise when individuals from diff. cultural backgrounds interact or communicate.

These barriers leads to misunderstandings, conflicts. Non verbal misunderstandings can occur  
• becoz have different meaning in different culture.

Q3) Explain the purposes of upward and downward communication.

Ans Communication within an organization.  
★ Downward comm. is flow of information from higher levels to lower levels of organization like Managers to employees.



Purpose is to provide directions, instructions.

- \* Upward Comm. is flow of information from lower level to higher level like employee to managers.

Purpose is to provide feedback to management

- Q4] Explain intra personal communication.  
Refers to the communication that occurs within an individual.  
It involves the process of thinking, self reflection and internal dialogue.  
It plays a crucial role in decision making, and emotional regulation.

Q5] Explain the semantic variations (acc. to gerund and infinitive) b/w the sentences

(a) I forgot to sign the cheque.

(b) I forgot signing the cheque.

Ans 'to sign' infinitive, 'signing' gerund.

(a) I forgot to sign the cheque means that speaker didn't sign the cheque because speaker forgot about it.

(b) Speaker did sign the cheque, but the memory is forgotten that he signs

Q6] Explain the semantic variations of the "marked stress" on the element I, tell, John and You in the sentence, "I did not tell John that you were late."

Ans I = stress on 'I' emphasizes the speaker, suggesting that another person might have





been involved.

'Tell' emphasizes the act of telling, suggesting another mode of communication might have been used.

"John" emphasizes the recipient, suggesting someone else might have been informed.

"You" emphasizes the person who was late, suggesting the lateness might refer to someone else.

Part B)

Q1) Explain the basics of professional communication.

Ans Refers to exchange of information, ideas, in a work place or business environment.

- It is essential for ensuring that the operations of an organization run smoothly, decision making.
- Professional communication should be clear and easy to understand. Avoid using complex sentences.
- The message should be concise, avoiding unnecessary words or details.
- Professional comm. requires a formal tone, in written communication especially.
- Using polite and respectful language and maintaining a level of formality suitable for the context.
- Information shared should be accurate, includes correct spelling, grammar, in written comm. as well as precise data in reports.
- Choosing the right medium for communication is crucial.
- Body language, facial expressions plays a significant role in face to face comm.



Q2) Explain the non verbal communication in details.

Ans= It is the process of conveying a message without the use of words. It encompasses a wide range of physical and behavioral cues that can complement, enhance or even contradict what is said verbally.

1) Body language (kinesics)=

Face expressions, gestures, posture, eye contact can indicate attentiveness, interest, shows your confidence.

2) Paralinguistics=

Tone, pitch, volume of voice convey emotions and attitudes. Speaking quickly may suggest nervousness or urgency.

3) Use of space (Proxemics)

Distance people maintain b/w themselves and others can communicate comfort levels, social status

4) Haptics: Touch can convey a wide range of emotions, from warmth and affection to aggression or dominance.

5) Appearance: The way a person dresses and presents themselves can communicate social status, profession, personality.

6) Chronemics = Use of time

Being on time for meetings suggests professionalism.

Part C

Q3) Explain the difference b/w formal and informal channels of communication.

Ans Formal or informal channels of communication are two pathways through which information





flows within an organization or group.

- i) Formal comm. follows a well defined, organized structure based on organizational hierarchy, while informal comm. does not flow a strict structure.
- ii) Primary purpose of formal communication is to convey official, work related information, while inf. comm. serves to build and maintain social relationships within the organization.
- iii) The language used in formal comm. is usually professional, precise, and often follow specific guidelines, but language used in informal comm. is casual, may includes slang, idioms, humor.
- iv) Formal comm. can be slow because it must go through appropriate channels, multiple levels, while informal comm. is faster. Messages can be exchanged quickly through casual interactions.
- v) Formal comm. is more reliable, it is verified and consistent with organizational policies, but informal comm. can be less reliable because it is not subject to the same checks.
- vi) Formal comm. is closely monitored and controlled by organization, but informal comm. is not monitored.
- vii) Official emails, reports, formal meetings are example of formal comm.  
Employees chatting about weekend plans are example of informal comm.



## Part B

Q 3) What are the different attributes of diff. b/w Spoken and written communication?

Ans. Spoken and written comm. are two primary forms of conveying information.

1) Mode of expression: Spoken comm. involves verbal expression through speech, including tone, pitch.

Written comm. involves use of written symbols, letters, words on a medium.

2) Spoken comm. relies on auditory channels, while written comm. relies on visual channels.

3) Spoken comm. allows for immediate feedback, enabling interactive, dynamic exchanges. while written comm. lacks immediate feedback.

4) Once spoken words are not recorded while written comm. is permanent and can be archived for future reference.

5) Spoken comm. tends to be less formal, with more flexible grammar, while generally more structured and formal. It requires careful attention to grammar, punctuation.

6) Spoken comm. can easily convey tone, emotion, through voice modulation, pitch while written comm. conveys tone through word choice.

## Part C)

Q 3) Explain the process of Communication?

Ans. The process of communication involves a series of steps that enable the exchange of information





from one to another party.

- 1) **Sender**: Sender is the individual or entity that initiates the communication. They have idea, message which have to convey.  
Sender formulates the message by ideation.
- 2) **Encoding**: Encoding is the process of converting sender's thoughts or ideas into a message that can be communicated.
- 3) **Message**: Message is the actual content that is being communicated. It includes information, ideas that senders wishes to convey.
- 4) **Medium**: The medium is the channel through which the message is sent from sender to receiver. It can be verbal or nonverbal and it can also includes written formats.
- 5) **Receiver**: It is the individual who receives the message. They interpret and process the information conveyed by the sender.
- 6) **Decoding**: It is the process by which the receiver interprets or make sense of the message. It involves translating sender's encoded message into ideas.
- 7) **Feedback**: It is the response from the receiver back to sender.  
This feedback helps the sender gauge the effectiveness of their communication.
- 8) **Noise**: Noise refers to any external factors or disruptions that can interfere with the transmission of the message.
- 9) **Context** ensures that message is appropriate and relevant to the situation.



Part c)

Q3) Explain the different types of barriers to communication.

Ans. Barriers to communication are obstacles that affect the effective exchange of message b/w the individuals or groups.

1) Physical Barriers:

Those barriers which are environmental or external factors that obstruct comm process.

Eg. Background sounds or disturbances, issues with communication tools or technology.

2) Psychological Barriers:

Barriers which involve mental or emotional factors.

Eg. Personal beliefs that affect how information is received.

Emotional states that can impact a person's ability to focus on message.

3) Semantic Barriers:

Arise from the use of language that is unclear or not understood by the receiver.

Eg. Technical language, words or phrases that have multiple meanings, variations in languages.

4) Cultural Barriers:

Occur due to diff. in cultural backgrounds.

Eg. Different interpretations of body language, gestures across cultures.

5) Emotional Barriers:

Involve feelings or attitudes that affect how messages are sent or received.

Eg. Negative emotions, defensive attitude, inability to understand feelings.





### 6) Perceptual Barriers:

Involve diff. in perception or interpretation of the message based on individual view points.

eg. Incorrect or incomplete understanding of the message due to prior knowledge.

### 7) Organisational Barriers:

Arises from structure or policies within an organization that impact comm. flow.

eg. Ineffective channels for transmitting information, excessive amounts of information.

### 8) Technical Barriers:

Involves issues with comm. technology that affect the quality of comm.

eg. Problems with devices, network connectivity.

Effective communication requires identifying and addressing these barriers to ensure that messages are conveyed and received accurately.