**Communication Skills Assignment No. 1**

Part-A (5 Questions X 2 Marks)

(Q-1): What is the importance of paralanguage in communication? How can one compensate for its absence in written communication?

Ans. Paralanguage is key in communication because it shows feelings and helps us understand what someone really means through their tone, pitch, and volume. When writing, you can make up for this by using descriptive words, punctuation, and formatting like italics or bold to express emotions and highlight important points. Adding clear context and explanations also helps readers grasp the full meaning without the benefit of vocal cues.

(Q-2): What do you understand by Inter-Cultural Barriers?

Ans: Inter-cultural barriers are challenges that arise when people from different cultural backgrounds interact, often due to differences in language, non-verbal cues, and social norms. These barriers can lead to misunderstandings and miscommunications, highlighting the need for awareness and sensitivity to cultural diversity.

(Q-3): Explain the purposes of downward and upward Communication.

Ans: **Downward Communication:** As the main function of downward communication is providing control, it refers to communication from the higher level in the managerial hierarchy to the lower one.

**Upward Communication:** As the main purpose of communication is to provide feedback on several areas of organizational functioning, it refers to communication from subordinates to superiors.

(Q-4): Explain intra-personal communication.

Ans: Intrapersonal communication is communication within oneself. Man uses his senses to understand the environment around him and to perceive, to judge and to act accordingly. For example, when it is hot man seek for shade, when it is rainy man seek for cover, when it is cold man seek for fire, etc.

(Q-5): Explain the semantic variations (according to gerund and infinitive) between the sentences (a) I forgot to sign the cheque. (b) I forgot signing the cheque.

Ans: The semantic variation between the sentences is as follows:

(a) "I forgot to sign the cheque." — This implies that signing the cheque was an intended action that was overlooked. The speaker did not remember to perform the task.

(b) "I forgot signing the cheque." — This suggests that the speaker remembers having signed the cheque but has forgotten the act of doing so. The focus is on the memory of the action itself.

Part-B (3 Questions X 7 Marks)

(Q-1): Explain the basics of professional communication.

Ans. **Clarity:** it exists in using simple, familiar, concrete, specific words and expression and clear references.

**Courtesy:** the technical writing must reflect courtesy and consideration, as the reader is under no obligation to do what the writer write for. Positive and encouraging phrases should be used and irritating phrases and expressions should be avoided.

**Conciseness:** technical writing should be concise and direct so unnecessary words, wordy expressions; empty words, wordy compounds, repetitions, and redundancies must be avoided. Indirect expressions, rhetoric, and exaggeration should be avoided. Conciseness should not be on the cost of clarity.

**Correct Tone:** tone in technical writing refers to the manner or mood of expression. It helps establish the relationship that the writer wishes to establish with the reader. The tone should be formal, tactful, personal, and positive. A tactless or negative tone can lead to misunderstanding, resulting in a negative response from the reader.

**Correct Attitude:** attitude in technical writing refers to the reflection of the opinion of the writer on the reader. To establish goodwill and a long-term relationship with the reader, avoid poor and negative language.

**Correct language:** correct, accurate and simple language should be used in technical writing. The use of careless and incorrect use of language not only leaves a bad impression on the reader about the writer but also it misleads the meaning.

(Q-2): Explain the non-verbal communication in detail.

Ans. Non-verbal methods of communication include all things, other than words and language, that can convey meaning. For example, graphics like pictures, maps, charts, graphs and diagrams in a written document, and body language and voice qualities in speech, are non-verbal communication.

Non-verbal communication can be independent of verbal communication; but verbal communication is always accompanied by non-verbal communication. Non­ verbal methods can be used as a substitute for words like the red colour at traffic lights to mean stop, or nodding the head to mean "yes”

**Various forms of non-verbal communication:**

**Kinesics:** kinesics refers to communication through the body language of the parties communicating.

**Paralinguistics:**

A term used variously in the study of human communication to refer to aspects of vocal or bodily expression that convey meaning. Characteristics of the voice, apart from the words spoken, which can communicate something about the speaker’s attitude, are known as paralanguage.

**Haptics (Touch):**

It is a subcategory of Body Language, and the study of touching as such, handshakes, holding hands, back slapping, high fives, etc.

**Proxemics:** Proxemics refers to the use of physical space to communicate. it is the study of the amount of the space that people feel it necessary to set between themselves

**Chronemics:** Chronemics refers to communication using time as a factor. Let us understand this with the help of an example. A boss who comes to office on time every day, subtly communicates it to his/her employees that they too are expected to be on time every day.

(Q-3): What are the different attributes of /differences between Spoken and Written Communication?

Ans. **Attributes of Spoken and Written Communication**

Oral and written communications have different attributes which have to be taken into account in choosing which one to use in a particular situation. Some of the attributes are discussed below.

**Speed**: Written communication is slower in preparation, in conveyance and in reception; it takes more time to draft, type, dispatch, and to receive and read a letter than it takes to speak, hear and understand an oral message.

**Record**: Written communication serves as a record and can be used for future reference. It is a documentary proof, and can be used as legal evidence. Oral communication may be taped for later reference, but the authenticity of the voice can be questioned; moreover, tapes can be edited and the message distorted. Written records and documents are more reliable and acceptable.

**Precision and accuracy**: Written communication is more precise and accurate than oral. Choice of words is possible in written communication because the writer has the time to look for suitable words and phrases, and to revise the draft, if necessary. Accuracy is necessary in written communication because the receiver is not present to ask for clarification. In oral communication, it is not always possible to be so precise in the choice of words. There is also no time to seek and consider words while speaking; however, the receiver can seek clarification on the spot. Besides, oral communication has the support of body language and paralanguage which enrich the meaning of the words.

**Length**: A written message is usually shorter than an oral communication. The situation of oral communication requires some preliminary and closing remarks, while for written messages there are standard formats for opening and closing which can keep the message short.

**Body Language**: Oral communication is supported by the speaker's body language and paralanguage. The speaker can control the style of delivery, giving meaning to words and sentences by voice inflexion and facial expressions and gestures. Written communication is separated from the writer's bodily presence and is more in the control of the reader. The reader can give to the words the sound, inflexion and stress as he chooses; and this may be affected by the reader's mood and state of mind at the time of reading.

Part-C (3 Question X 11 Marks)

(Q-1): Explain the difference between the formal and informal channels of communication.

Ans.

**Difference between the formal and informal channels of communication**

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|  | **Formal Communication** |  | **Informal Communication** |
| 1. | Formal communication is based on formal organizational relationships. | 1. | Informal communication is not based on formal organizational relationships. It is free from formalities. |
| 2. | Formal communication is mostly in written form. | 2. | Informal communication is normally the exchange of verbal talks. |
| 3. | Chances of distortion of information are very few. | 3. | Chances of distortion of informal are very high. |
| 4. | The subject matter, chain of command and authority etc. are all predetermined. | 4. | In informal communication news passes through different ways, because it depends on nearness of contacts and not on status of persons in the organization. |
| 5. | In case of formal communication, status or position of the person is very important. | 5. | In case of informal communication, status or position of the person has no relevance. |
| 6. | Formal communication takes place while carrying out their duties and responsibilities. | 6. | Where there is informal relationship between sender and receiver the communication happening in between them is called. |
| 7. | The channels of communication are preplanned. | 7. | The channels of communication are not preplanned. |
| 8. | Only prescribed and predetermined informal are exchanged in this communication. | 8. | Informal communication consists of rumours and misconceptions. |
| 9. | Formal communication is rigid as deviations are not allowed. | 9. | Informal communication is flexible. |
| 10. | Organizational hierarchy system is followed i.e. upward to downward. | 10. | Informal communication spreads like wild fire. |
| 11. | Formal communication is slow as it has to follow the path laid down by the management. | 11. | Informal communication is very fast as it is not supported to follow a particular path. |

(Q-2): Explain the process of communication.

Ans. The process of communication involves several key steps that ensure the successful exchange of information between a sender and a receiver.

1. **Ideation:**

The process of communication begins with ideation, which refers to the formation of the idea or selection of a message to be communicated. The sender initiates the process of communication. The sender has to be clear about the purpose (or goal or objective) of the communication and about the target audience (or receiver) of the communication; that is, the sender decides why and to whom to send a message. Conscious or intended communication has a purpose. We communicate because we want to make someone do something or take some action, or think or feel in a certain way, that is, to influence the person.

1. **Encoding:**

Encoding is the next step in communication. The source has to decide what information to convey and create the message (or content) to be conveyed by using words or other symbols which can be understood by the intended receiver. The process of putting the idea into symbols is called **encoding**; in order to encode, the sender has to select suitable symbols which can represent the idea, and can be understood by the receiver. Also he has to select an appropriate communication form.

1. **Transmission -** **channel** or **medium:**

Transmission refers to the flow of the message over the chosen channel. The sender also chooses a suitable **channel** or **medium** (like mail, e-mail, telephone, face-to-face talk,) by which to send the message. The choice of the medium depends on several factors like urgency of the message, availability and effectiveness of a medium, and the relationship between the two communicants. The medium should be free from all kinds of barriers.

1. **Decoding**

The process of translating or converting the message or symbols into ideas and interpreting the message is called **decoding.** The **receiver** becomes aware that a message has arrived when he perceives it with his senses (he may see, hear, feel, etc). The receiver attends to the message and interprets it.Interpreting is a complex activity; it involves using knowledge of the symbols, drawing upon previous knowledge of the subject matter, ability to understand, attitudes and values, in order to create meaning. Meaning can not be transferred from one person to another, the receiver has to assign meaning to a message in order to understand it.

1. **Feedback or Response:**

Response is the last stage in the communication process. It is the action or reaction of the receiver to the message. Finally, the sender tries to note the effect of the message on the receiver; that is, he checks whether the receiver has got the message, how the receiver has responded to the message and whether he has taken the required action; this information about the receiver's response is called **feedback.**

(Q-3): Explain the different types of barriers to communication**.**

Ans.

1. **Physical Barriers**

Obstacles that prevent a message from reaching the intended recipient may be outside and beyond the control of the persons concerned

**Noise in the Environment**

Noise is any disturbance which occurs in the transmission process.

**Information Overload**

When there is too much information, some of it is blocked in transit and may not reach the intended audience.