Name: Maaz Habib

Section: C

Registration number: 20PWCSE1952

**Q. No.2:** You have been taught in detail the types and functions of the Non-Verbal

Communication. Specified below, are few of the functions of non-verbal communication in

relation to the verbal communication.

 Duplicating

 Conflicting

 Complementing

 Substituting and

 Accenting/Moderating.

**ANS:**

1. **Duplicating:**

Duplicating is the non-verbal communication, when u answer “yes” to a question and at the same time node your head or you answer is “no” and you shake your head at the same time.

**Example:**

When someone asks that you want to eat burger you reply “yes” and node your head with at. He understands that you are willing to eat burger.

1. **Conflicting:**

Conflicting is communicating through your voice. The increase and decrease in your voice.

**Example:**

Once my friend was teasing me by hitting on my forehead again and again. When I said in a loud voice he stopped, as he knew he was hurting me.

1. **Complementing:**

Complementing is to praise someone for their kind act or hard work.

**Example:**

When I helped my best friend with some money problem, he hugged me and slapped my back. He said thank you for helping him.

1. **Substituting:**

It is communicating with the help of your body movement or action you perform using your body parts.

**Example:**

If you want someone to come toward you, instead of shouting at him u just point at him and shake your hand.

1. **Accenting:**

To convey your message by action or show your mood by your action.

**Example:**

If a person is crying u will see his eyes are red.

**Q. No.1:**

You have been called by the Semester Coordinator in order to inquire the late submission of your semester fee; draw the communication process illustrating how your communication took place and what steps were involved therein? (Hint: Refer to the communication process that you have studied in the class).

**ANS:**

I got informed by my semester coordinator that I have submitted my fee after the due date. He wanted to know the reason why. I had to go to his office and discuss the matter and tell him the issue of it.

**Sender:**

The semester coordinator is the sender as he informs me on my contact number. That your fee is submitted after due date.

**Channel/Medium:**

The medium is my cell phone, as I got his message through it.

**Receiver:**

I am the receiver; I received his message through cell phone and went for the inquire.

**Feedback**:

I am sorry sir for late submitting the fee, it was due to the fact that my father was out of town for some work and I wouldn’t submit my fee in due time.

**Diagram:**

Submission of fee after due date

Sender

Semester coordinator

Receiving the message that the sender sends me

Medium of sending or communicating with the receiver

Receiver

Myself (Maaz)

Channel

Cell phone

Due to father was out of town

Feedback

By Maaz

**Q. No.3 (a):** You have studied five (05) types of internal communication that takes place in

organizations. Considering your home to be an office, write down examples, depicting each

type of internal communication, that has taken place between you and your family members

(One example against each type).

**ANS:**

As every house has its now boss. In my house the boss is father and he takes all the decision.

1. **Downward: flow of information**

As father has spend his life and is the most experience of us all so he gives as direction about life and how to handle things in life.

1. **Upward:**

As being the smallest, I have to go and ask for help and direction for almost everything in life.

1. **Horizontal:**

As I am the smallest of all the sibling, they boost me a lot and mostly in every issue I face.

1. **Grapevine:**

Many times, there is a matter in which this perspective is not followed in the house.

**Q. No.3 (b):** Appendix – A is about barriers that one faces while communicating with other

people. Read it carefully and write down at least three (03) types of barriers that you faced

while carrying out the communication specified in Q. No.3 (a). Also specify in a single line

against each barrier the steps you took to overcome these barriers.

ANS:

1. **Difference in the Perception barriers:**

**AGE:** Mostly in our family people are from 19s and I am born in 20s. There is a gap of age which is a large one and I can’t communicate with many of my cousins. Some of the are with a large difference and some are due to small age difference.

1. **Socio-psychological Barriers:**

**Close minded:**

As belonging to a Muslim family and a society, in our family it is forbidden for us to talk with opposite gender. As many of my male cousins are elder than me and the same to my age are females but due to morals and society, I can’t be in communication with them.

1. **Poor communication skills:**

As not being so socially active and I love spending time alone and not interact with many friends or go out, my communication skills are pretty weak due to which I feel shy and don’t talk or take part in much activities.