

L-1

Communication Skills

Q1) What is communication?

Ans Communication comes from Latin word 'communicare', it means to share!

Q2) Write the elements of communication cycle.

Ans i) Sender

ii) Message

iii) Channel

iv) Receiver

v) Feedback

Q3) Write the types of communication.

Ans i) Verbal Communication

ii) Written Communication

iii) Visual Communication

iv) Non-Verbal Communication.

Q4) What is feedback?

Ans Communication plays a very important role in an organization. The receiver response or reply to the sender's message is called Feedback. It

ensure proper understanding between sender and receiver.

Q5) Write 7Cs of effective communication.

- Ans i) Clear ✓
ii) Concise ✓
iii) Concrete ✓
iv) Considerate ✓
v) Complete ✓
vi) Courteous ✓
vii) Correct ✓

Q6) Write the characteristics of feedback.

- Ans i) Specific ✓
ii) Timely ✓
iii) Meaningful ✓
iv) Clear & Truthful ✓

Q7) Write the different barriers in communication.

- Ans i) Linguistic ✓ vii) Attitude
ii) Psychological ✓
iii) Emotional ✓
iv) Technological ✓
v) Physical ✓
vi) Cultural ✓

- Q8) Write different methods to overcome com. barriers?
- Ans
- i) Use reliable technology. (e.g. video calls, mics).
 - ii) Use visuals or translation tools.
 - iii) Practice empathy & active listening.
 - iv) Learn different cultures.
 - v) Encourage feedback.
 - vi) Build trust and don't be shy.
 - vii) Streamline communication channels.

- Q9) Write why effective com is needed?

- Ans
- i) Clear messages avoid confusion. (Clarity)
 - ii) Correctness avoids misunderstanding.
 - iii) Ensures better decision making. (Completeness)
 - iv) Saves time & keeps focused. (Concise)
 - v) Strengthens credibility. (Concrete)
 - vi) Keeps everyone in mind. (Considerate)
 - vii) Promotes respect. (Courtesy)

- Q10) Capitalisation Rules.

M - Months & Days.

I - Itself (I)

N - Names

T - Titles

S - Start of sentence.

L-9

Self-Management Skills

Q1) What are self-management skills?

Ans. It means self-control. It is ability to control emotions, thoughts and behaviour effectively in different situations.

Q2) What is stress?

Ans. It is our body and mind response to challenging situation in our lives.

Q3) Write the common signs of stress.

Ans. i) Lack of sleep

ii) Restlessness and Anxiety

iii) Frequent Headache

iv) Loss of Interest

v) Memory loss

vi) Social Isolation

vii) Feeling Overloaded

Q4)

(Q4) Write steps to manage stress.

Ans Steps to manage the stress :-

- i) Know about yourself that you are stressed.
- ii) Find the root cause of stress.
- iii) Adopt stress management techniques.

(Q5) Write stress management techniques.

Ans i) Physical exercise

ii) Meditation

iii) Yoga

iv) Read good books

v) Healthy diet

vi) Stay positive

vii) Good sleep

viii) Time management

ix) Spend holidays with your parents or friends

(Q6) What is working independently?

Ans It is the ability of a person to work with full efficiency, without any interference.

(Q7) Write the advantages of working independently.

- i) Increased focus
- ii) You can work ~~remotely~~
- iii) Think logically
- iv) Better Job satisfaction
- v) Build good problem solving skill.

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(Q8) Write the difference between interests and abilities.

Ans	Interest	Abilities
	<ul style="list-style-type: none">i) It is something you prefer to do and you enjoy doing it.ii) It provides you a direction to develop your habits & skills.iii) If you are interested in anything then motivation comes automatically.	<ul style="list-style-type: none">i) It comes naturally without any efforts

classmate

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Q. 9) Write the different steps for effective time management.

- Soln
- i) Organize
 - ii) Prioritize
 - iii) Control
 - iv) Track

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ICT Skills

Q1) Define ICT skills.

Ans It stands for Information and Communication technology. It includes computer's hardware, software and networking for storing, managing and communicating the information.

Q2) What is operating system?

Ans It is a interface b/w user and computer. For eg: Windows, Linux, Unix, Mac OS etc.

Q3) Write the functions performed by an OS.

Ans i) It works as a device manager. It keeps a track that all the devices are properly working.
ii) It manages the software of the computer.
iii) It manages the computer memory.
iv) It manages I/O.

Q4) What is VIRUS?

Ans It is a program which stops the normal functioning of computer.

Q5.) List any 3 signs that indicate that computer is infected by VIRUS.

Ans i) It runs slow

ii) There will be change in sys file size.

iii) It increase the no. of files.

Q6.) How you will protect your data?

Ans i) Use strong password

ii) Install antivirus & firewall

iii) Encrypted data

iv) Secure sites (https)

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Q7.) What is Spam?

Ans Spam is an unwanted message from company for advertising, spreading malware or tricking you to visit their insecure websites to take your personal information.

Q8.) How can you avoid spam message?

Ans i) Don't respond to spams.

ii) Don't provide your e-mail address to unknown

iii) Use spam filter tabs.

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