

## Q.1

### knowledge of the process of communication

“If you just communicate, you can get by. But if you communicate skillfully, you can work miracles.”

As with all aspect of personal and professional life, it helps you conveys the message to others.it can create a foundation of trust and respect to grow. The miscommunication between two people can lead to distraction and fatigue which can result in misconception and misunderstanding which led the person to the non-effective production between them. To communicate well with others you should take care of the thing which can lead to destruction and examine which strategy you will apply to communicate with that person. One of the main aspects of communication is listening. An effective listener is one who, not only sees the listener how the speaker feels but also understands what was he talking about and vice-versa(speaker).

## Q.2

**Maria and Sara are walking through the park, talking and drinking bottled water. Sara finishes the water bottle, pushes away the lid, and tosses the bottle into the bushes at the side of the path. Maria, who has been listening to Sara talk, comes to a stop, stares at Sara, and says angrily, “I can’t believe what you just did!” Sara gets astonished, and mumbles, “Sorry, I’ll get it—I just wasn’t thinking about the consequences of my action.” As the tension drains from Maria’s face, she gives her head a playful toss, smiles, and says, “Well, just see that it doesn’t happen again.”**

1. Contexts: Walking through the park and at stop
2. Participants: Sara and Maria
3. Channels: Verbal and expression(Non-verbal)
4. Message: Replay of the action(dropping off the bottle) by Maria of Sara that’s he can believe and get astonished
5. Interference (Noise): Sara’s stress leads to dropping of the bottle, Crowed voice, and Rod Traffic.
6. Feedback: Sara got astonished, then Maria reply “This is will never happen again”.