



# Communication Skills Class 12

## Questions and Answers

### English Communication Skills Class 12th

#### Session 1: Active Listening

1. To effective communication, What skills are required?

**Answer –** To learn language you need to develop four key skills –

- a. Listening
- b. Speaking
- c. Reading
- d. Writing

2. What are various elements of a communication cycle?

**Answer –** The various elements of a communication cycle are –

- a. Sender: the person beginning the communication.
- b. Message: the information that the sender wants to convey.
- c. Channel: the means by which the information is sent.
- d. Receiver: the person to whom the message is sent.
- e. Feedback: the receiver's acknowledgement and response to the message.

### 3. Why is Listening Important?

**Answer –** Listening is important because –

- a. We listen to obtain information
- b. We listen to understand
- c. We listen to enjoy
- d. We listen to learn
- e. We listen to build and maintain relationships
- f. We listen to resolve conflicts

### 4. What are the different factors that affect active listening?

**Answer –** The various factors that affect active listening are as follows –

**a. Eye contact –** It is a form of body language. It's one of the most important components of the entire communication process. Maintaining eye contact with the person you're speaking to sends a signal to the speaker that "Yes, I am talking to you or listening to you". Avoiding eye contact could indicate that you don't want to hear what the other person has to say.

**b. Gestures –** These indicate to the speaker if you are listening or not. Keep your hand and feet still while talking to someone.

**Avoiding Distractions –** You need to identify the things that distract you. You must physically remove the distractions in order to listen attentively.

**c. Giving feedback –** Positive or negative feedback is possible. However, in both circumstances, one must be polite so that the person to whom the feedback is being given is not hurt or offended.

### 5. What are the different stages of active listening?

**Answer –** The five stages of active listening are as follows –

- a. Receiving
- b. Understanding
- c. Remembering
- d. Evaluating
- e. Responding

## **6. How to ensure active listening?**

**Answer –** To ensure active listening are –

- a. Remove any distractions that may interfere with your ability to listen. For example, When talking to someone, turn down the volume of the television, radio, or mobile phone.
- b. Looking at the speaker while listening is referred to as eye contact.
- c. Use gestures to show that you're paying attention to the speaker.
- d. Pay close attention to what the speaker is saying.
- e. Feel the speaker's feelings and empathize with them. Empathy is the ability to understand and share another person's thoughts or experiences by thinking what it would be like to be in their position.
- f. Clarify doubts. Ask questions to clarify doubts.
- g. Tune in to the speaker's timing, i.e., wait for the speaker to finish before responding.

## **7. What are the overcoming barriers to active listening?**

**Answer –** The overcoming barriers to active listening are –

- a. Being pre – occupied -When you're preoccupied, you could not pay attention to what someone is saying.
- b. Noise and Visual distractions – In a noisy location, you might not be able to hear the other person clearly.

- c. Past experiences or mindset – You may have developed biases or prejudices based on past experiences and interactions.
- d. Personal factors – Your personal feelings may affect your listening, for example, your preconceptions about the other person.

## Session 2: Parts of Speech

### 8. What are the Capitalization rules in the English Language?

**Answer** – Capitalization rules of English Language are –

- a. Capitalize the first letter in the names of all months.
- b. Capitalize the letter 'I' when used as a word.
- c. Capitalize the first letter in the names of people, places, rivers, seas and oceans, mountains, islands and days.
- d. Capitalize the first letter in the titles used before people's names.
- e. Capitalize the first letter in every sentence.

### 9. What are the basic parts of speech in the English Language?

**Answer** – There are eight basic parts of speech in the English language. These are none, pronoun, verb, adjective, adverb, preposition, conjunction and interjection.

- a. Noun** – Nouns is the name of a person, place, animal or thing. This is also called 'naming words'.
- b. Pronoun** – A pronoun is used in place of a noun.
- c. Adjectives** – Adjectives are words that describe other words.
- d. Verbs** – Verbs are words that show action.
- e. Adverbs** – Adverbs are words that add meaning to verbs, adjectives, or other adverbs.
- f. Preposition** – A preposition is a word placed before a noun or pronoun.
- g. Conjunction** – A conjunction is a word that connects two words, phrases, or

clauses.

**h. Interjection** – A word used to communicate emotion is called an interjection.

### 10. What do you mean by supporting parts of Speech?

**Answer** – We are using many words, phrases, clauses or sentences to connect words, these words are known as supporting parts of speech.

Supporting parts of speech examples are –

- a. Articles
- b. Conjunctions
- c. Prepositions
- d. Interjections

## Session 3: Writing Sentence

### 11. What do you mean by Simple sentence?

**Answer** – A simple sentence is one in which there is only one subject and one predicate, or one finite verb.

### 12. What do you mean by Complex sentences?

**Answer** – A complex sentence is one, which consists of two or more coordinate clauses, joined by a coordinating conjunction.

### 13. How many types of objects are there in the English language?

**Answer** – Object normally comes after the verb phrase. The presence or absence of an object is determined by the verb's meaning. There are two types of objects in English language

**a. Direct** – Direct objects are the results of action, A direct object answers the questions 'what' or 'whom'. Ramesh collected honey all day. hear honey becomes the direct object.

**b. Indirect** – An indirect object answers the questions 'to whom', 'for whom', 'to what' and 'for what'. for example, in the sentence "Imran gave a gift to his mother." The verb is "gave" and in the sentence there are two objects "gift" and "mother".

#### 14. What is the difference between Active and Passive voice?

**Answer –**

**a. Active Voice –** Sentences, where the subject does an action, are known to be in active voice.

**b. Passive Voice –** Sentences, in which the subject receives an action, are known to be in passive voice.

#### 15. In English grammar, what are the several type of sentences?

**Answer –** A sentence is a collection of words that expresses an idea. All the sentences have a noun or pronoun called the subject. Sentences always start from capital letters and end with a period, question mark or exclamation. The word “sentence” is from the Latin word which means “to feel”.

##### **Type of Sentence**

**a. Declarative Sentence –** Declarative sentences end with a full stop. It is the most common type of sentence. example – I completed my work.

**b. Interrogative Sentence –** Interrogative sentences end with question marks. This type of sentence asks a question. example – Did you complete your homework?

**c. Exclamatory Sentence –** Exclamatory sentence ends with an exclamation mark. This sentence expresses a strong emotion. example – I come first in class!

**d. Imperative Sentence –** Imperative sentence can end with an exclamation mark or full stop. This sentence shows an order, command, request, or advice. example – Complete your homework.

#### 16. What are the Paragraphs?

**Answer –** A group of sentences forms a paragraph and paragraphs help the reader to read the sections, because they break the text into different sections. .

If you're writing about your school, the first paragraph could consist of sentences describing the name, location, size, and other information. You can use sentences to express what you like about your school in the next paragraph.

