

SECTION 2: THEORY QUESTIONS (SOLVED)

1. What is oral communication?

Ans: Oral communication refers to spoken words being used to convey a message. An effective oral communication is a two-way process and involves both speaking and listening.

2. Define intrapersonal communication.

Ans: Intrapersonal communication is extremely private. It includes the silent conversations we have with ourselves. We simultaneously switch roles between a sender and a receiver.

3. Define Communication.

Ans: Communication is a process of sharing information between two or more people through an exchange of thoughts, messages, using the medium of speech, visuals, symbols, writing, or behaviour.

4. What is descriptive feedback?

Ans: Descriptive feedback includes specific information in the form of written comments or verbal conversations that help the learner understand what he needs to do in order to improve.

5. What is a communication barrier?

Ans: A communication barrier is an obstacle that prevents the receiver from receiving and understanding the message that has been sent by a sender.

6. Why are phone calls less effective than face-to-face communication?

Ans: You cannot see the non-verbal gestures, posture, and general body language when you are making phone calls. Hence, they are less effective than face-to-face communication.

7. What is meant by feedback?

Ans: Feedback is an essential factor in the process of the communication cycle. It is the response or reaction of the receiver to the sender after perceiving or understanding the message. Here, the receiver becomes the sender and vice versa. After gaining the receiver's response, the sender takes further actions, thereby completing the communication cycle.

8. What should be your response when you disagree with the receiver of a communication?

Ans: Even if you disagree with the receiver, it is essential for you to understand and respect his/her point of view.

9. How can we have effective written communication?

Ans: For effective written communication, we must have a good command over the language in which we are communicating. We should also avoid any grammatical errors while writing.

10. Write any two functions of verbal communication.

Ans: Two functions of verbal communication:

a. It is through verbal communication and other symbolic activities that relationships are developed and maintained. Whenever we communicate verbally with another person, a group or an audience, a relationship is initiated.

b. Without verbal communication, we would not function as thinking beings. We use it to reason, communicate, and develop our memories through language.

SECTION 3: APPLICATION BASED QUESTIONS (SOLVED)

1. Umesh is studying in Class 8. In the parent-teachers meeting, Mrs. Veena, Umesh's class teacher, tells his parents that Umesh fails to adhere to the instructions given in the class. Umesh's parents feel that this can be because of some communication barriers. List down the factors responsible for internal barriers.

Ans: The factors responsible for internal barriers

1. Intense emotions

2. Poor listening skills

3. Prejudice

4. Different viewpoints

5. Different cultural

2. Sakshi helps her younger brother in schoolwork. Recently, she observed that her brother is not taking the corrections and suggestions that were given by Sakshi in a serious manner. She is not sure if she is communicating with her brother correctly. Suggest any effective communication method to Sakshi to help her solve this problem.

Ans: She should take feedback from her brother regarding whether he is able to understand the suggestions given by her or not.

Multiple Choice Questions

1. What is the purpose of communication ?
 - (i) Inform (tell someone about something)
 - (ii) Influence (get someone to do something you want)
 - (iii) Share thoughts, ideas, feelings
 - (iv) All of the above
2. Which of the following methods are used to receive information from the sender through a letter ?
 - (i) Listening
 - (ii) Speaking
 - (iii) Reading
 - (iv) Writing
3. How do you receive information on phone ?
 - (i) Listening
 - (ii) Speaking
 - (iii) Reading
 - (iv) Writing
4. Which of these is a positive (good) facial expression ?
 - (i) Staring hard
 - (ii) Nodding while listening
 - (iii) Wrinkled forehead
 - (iv) Looking away from the speaker
5. What does an upright (straight) body posture convey/show ?
 - (i) Shyness
 - (ii) Fear
 - (iii) Confidence
 - (iv) Intelligence
6. Which of these is not an appropriate non-verbal communication at work ?
 - (i) Putting arm around a coworker's shoulder
 - (ii) Shaking hands firmly
 - (iii) Looking at the speaker with a smile
 - (iv) Standing with an upright posture
7. When you are preparing for a presentation, you should
 - (i) focus on the objectives of the presentation
 - (ii) practice your speech in front of a mirror or friend
 - (iii) do rehearsals to time your presentation of slides
 - (iv) All of the above
8. What is a sentence ?
 - (i) A group of ideas that form a complete paragraph
 - (ii) A group of words that communicate a complete thought
 - (iii) A set of rules that we must follow to write correctly
 - (iv) A set of words that contains all the basic punctuation marks
9. Which of these sentences use uppercase letters correctly ?
 - (i) I am Hungry
 - (ii) Divya and sunil are reading
 - (iii) The bucket is Full of water
 - (iv) She lives in Delhi
10. Which of these sentences are punctuated correctly ?
 - (i) Where are you going.
 - (ii) I have a pen a notebook and a pencil.
 - (iii) I am so happy to see you!
 - (iv) This is Abdul's house.

11. Underline the noun, pronoun, adjective, verb and adverb in these sentences.
 - (i) Sanjay plays football every day.
 - (ii) Divya gave him new books.
 - (iii) I opened the red box carefully.
12. Identify the subject in the sentence, "The children played football."
 - (i) The children
 - (ii) Children played
 - (iii) Played
 - (iv) Football
13. Identify the object in the sentence, "The children played football."
 - (i) The children
 - (ii) Children played
 - (iii) Played
 - (iv) Football
14. Which of these sentences has both indirect and direct objects ?
 - (i) I am watching TV.
 - (ii) She bought a blue pen.
 - (iii) The girls played cricket.
 - (iv) He wrote his sister a letter.
15. Which of these sentences is in passive voice ?
 - (i) They are watching a movie.
 - (ii) The clock was repaired by Raju.
 - (iii) He is sleeping in the room.
 - (iv) My pet dog bit the postman.
16. What is phonetics ?
 - (i) It is the study of how we write words in English.
 - (ii) It is the study of how people understand sentences.
 - (iii) It is the study of how many words the English language has.
 - (iv) It is the study of the sounds we make when we speak.
17. What are the different types of sounds used in English pronunciation ?
 - (i) Vowel sounds
 - (ii) Diphthong sounds
 - (iii) Consonant sounds
 - (iv) All of the above
18. You say 'Good Morning' when it is
 - (i) 11 am
 - (ii) 9 am
 - (iii) 8 am
 - (iv) All (i), (ii) and (iii)
19. You may say 'Hi' when you meet
 - (i) your teacher in class
 - (ii) a senior in the office
 - (iii) your Principal
 - (iv) your friends at a shop
20. You say 'Good Afternoon' when it is
 - (i) 10 am
 - (ii) 11:59 am
 - (iii) 6 pm
 - (iv) 1 pm
21. You say 'Good Evening' when it is
 - (i) 11 am
 - (ii) 9 am
 - (iii) 2 pm
 - (iv) 7 pm
22. In the communication process, the receiver and sender are classified as
 - (i) communication functions
 - (ii) communication parties
 - (iii) communication tools
 - (iv) communication channels
23. The word communication is derived from *communis* (Latin) which means :
 - (i) community
 - (ii) oral speech
 - (iii) message
 - (iv) common
24. The content of the communication is called :
 - (i) Message
 - (ii) Noise
 - (iii) Media richness
 - (iv) Jargon
25. Which of the following is not a medium of transmission ?
 - (i) Memos
 - (ii) Policy statements
 - (iii) Discussions
 - (iv) None of the above
26. Communication is a nonstop
 - (i) Travel
 - (ii) Process
 - (iii) Program
 - (iv) Plan
27. Communication is a part of skills.
 - (i) soft
 - (ii) hard
 - (iii) rough
 - (iv) short
28. Which of following is not a communication skill
 - (i) Sleeping
 - (ii) Talking
 - (iii) Listening
 - (iv) Chatting
29. is not one of the 7 Cs of communication :
 - (i) concise
 - (ii) clear
 - (iii) character
 - (iv) correct
30. in communication increases credibility of the sender of message
 - (i) Clarity
 - (ii) Correctness
 - (iii) Concreteness
 - (iv) Consideration
31. is a type of verbal communication.
 - (i) Oral communication
 - (ii) Written communication
 - (iii) Body language
 - (iv) Both (i) and (ii)
32. The communication process consists of several steps. In, the receiver interprets the message and translates it into meaningful information.
 - (i) feedback
 - (ii) noise
 - (iii) decoding
 - (iv) encoding

33. Oral communication allows instantaneous exchange of

- (i) opinions
- (ii) attitude
- (iii) emotions
- (iv) All of the above

34. Written communication includes

- (i) printed and hand written matter
- (ii) speech
- (iii) signs and symbols
- (iv) None of the above

35. Non-verbal communication include

- (i) Tone of voice
- (ii) Body language
- (iii) Posture
- (iv) All of the above

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- (iv) communication channels

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- (i) community
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- (i) Message
- (ii) Noise
- (iii) Media richness
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39. Which of the following is not a medium of transmission ?

- (i) Memos
- (ii) Policy statements
- (iii) Discussions
- (iv) None of the above

40. A certain look or glance is an example of :

- (i) Verbal communication
- (ii) Oral communication
- (iii) Written communication
- (iv) Non verbal communication

41. Which of following is an example of non-verbal communication ?

- (i) Facial expression
- (ii) Appearance
- (iii) Posture
- (iv) All of the above

42. A group of words that make a complete sense or gives complete meaning is called

- (i) Clause
- (ii) Phrase
- (iii) Principal clause
- (iv) Sentence

43. Identify the type of sentence. The police caught the criminals who looted the mall.

- (i) Simple sentence
- (ii) Compound sentence
- (iii) Complex sentence
- (iv) Passive sentence

44. Sugam made up her mind to speak to me. The meaning of the phrase in the given sentence is

- (i) mixed
- (ii) decided
- (iii) thought
- (iv) complete

45. Which of the following words is an example of a preposition ?

- (i) into
- (ii) if
- (iii) many
- (iv) you

46. Which of the following words is an example of an interjection ?

- (i) soon
- (ii) when
- (iii) ouch
- (iv) within

47. What is a paragraph ?

- (i) A paragraph is a series of sentences about one main idea, or point.
- (ii) A paragraph typically starts with a point, and the rest of the paragraph provides specific details to support and develop that point.
- (iii) A paragraph is the main idea of an essay.
- (iv) Both (i) and (ii)

48. Which of the following is a noun ?

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|-----------|-----------|
| (i) Dog | (ii) Walk |
| (iii) The | (iv) Long |

49. Which of the following is an adjective ?

- | | |
|-----------|-----------|
| (i) Shirt | (ii) Call |
| (iii) Box | (iv) Blue |

50. Which of the following is an adverb ?

- | | |
|---------------|------------|
| (i) Stand | (ii) Short |
| (iii) Quickly | (iv) Smart |