

Answers

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|--------------------------|----------|----------|----------|----------------|-----------|----------|-----------|-----------|-----------|
| 1. (iv) | 2. (iii) | 3. (i) | 4. (i) | 5. (iii) | 6. (i) | 7. (iv) | 8. (ii) | 9. (iv) | 10. (iii) |
| 11. (i) Noun : Sanjay | | | | Verb : Plays | | | | | |
| (ii) Noun : Divya, books | | | | Verb : gave | | | | | |
| (iii) Noun: I, box | | | | Verb: opened | | | | | |
| | | | | Adjective: red | | | | | |
| 12. (i) | 13. (iv) | 14. (iv) | 15. (ii) | 16. (iv) | 17. (iii) | 18. (iv) | 19. (iv) | 20. (iv) | 21. (iv) |
| 22. (ii) | 23. (iv) | 24. (i) | 25. (iv) | 26. (ii) | 27. (i) | 28. (i) | 29. (iii) | 30. (iii) | 31. (ii) |
| 32. (i) | 33. (iv) | 34. (iv) | 35. (ii) | 36. (iv) | 37. (iii) | 38. (iv) | 39. (iv) | 40. (iv) | 41. (iv) |
| 42. (ii) | 43. (iv) | 44. (i) | 45. (iv) | 46. (ii) | 47. (i) | 48. (i) | 49. (iii) | 50. (iii) | |

1. Use of abbreviations in a communication leads to misinterpretation of messages is an example of _____ barriers.

(C.B.S.E. Sample Paper 2020)

2. We really enjoyed on the trip to Manali last month.(us / ourselves) (C.B.S.E March 2019)
3. My house is a two bedrooms flat in MayurLok.(spaceful/ spacious) (C.B.S.E March 2019)
4. is the process by which the receiver interprets the symbols used by the source of the message by converting them into concepts and ideas.
5. The is the individual or group that develops the message to be communicated to internal and external parties.
6. Communication involves transmitting
7. The response of senders message is called
8. Our dress code is an example of communication.

Answers

1. Language
2. Our self
3. Spacious
4. Decoding
5. source
6. messages

1. Understanding is not a part of listening.
2. Listening begins with receiving the message a speaker sends.
3. Eye contact is an example of a nonverbal response to a message.
4. For listening to take place, it is not important to remember the message.

5. Nonverbal responses to a message are not near as important as what one says.
6. Nonverbal communication includes written communication.

Answers

1. False
2. True
3. False
4. False
5. False
6. False

boy

Pick up Pronouns from the following :

16.

- (i) Ram is a good boy, he regularly goes for a walk.
- (ii) There were doors all round the hall, but they were all locked.
- (iii) Rama or Hari must lend his hand.
- (iv) He and I can never pull on together.
- (v) Both Sugam and Ojas are tired, They have gone home.
- (vi) The Jury were divided in their opinions.
- (vii) The army had to suffer terrible privations in its march.
- (viii) It is easy to find fault.
- (ix) The crew mutinied and murdered its officers.
- (x) The presents are for you and me.

Answers

- | | | | | | | |
|-----------|-----------|-----------|-----------|----------|------------|-----------|
| (i) he | (ii) they | (iii) his | (iv) He,I | (v) They | (vi) their | (vii) its |
| (viii) It | (ix) its | (x) me | | | | |

Assignment

1. What is the purpose of communication skills ? Explain.
2. Why communication skills is important ? Explain.
3. What is the difference between verbal and non verbal communication ? Explain.

1. Explain any two 7Cs of Communication.

- The 7 C's of communication are 7 attributes that you need to keep in mind while communicating your message. The 7C's of effective communication are as follows :
- Clear** : Convey your message in an easy to understand manner. Use short simple sentences while speaking or writing. The aim is to share your thoughts and ideas with utmost clarity. The message needs to be clear rather than the recipient having to assume things and asking you for more information. This will only lead to more time being wasted on emails.
 - Concise** : Concise means to the point without using a lot of words. Avoid using filler words like "you see", "at this point of time", "a lot of sense", "kind of", "what I mean", "sort of". Being concise saves the time of both you and your reader and adds value to your message. Your message needs to be accurate, to the point and crisp.
 - Concrete** : Concrete means specific, meaningful and clear. It gives focus to your messages without being vague and general. It helps the receiver to understand the exact idea. Concrete use of available facts and figures adds to the authenticity of the message
 - Correct** : The message being communicated must be correct. Correctness refers to correct grammar, punctuation, and spelling. Though mistakes are never intentional yet they spoil the image.
 - Consideration** : Consideration is simply keeping in mind the audience's requirements and views while formulating your message. Consider their level of education, interests, mindsets etc. of audience. This will result in positive outcomes during your interactions. When you are truly considerate, you try to show sincere regard for his interests and benefits.
 - Complete** : A complete message gives the user all the information and is clear and detailed. When your message is complete, your audience knows exactly what needs to be done. Make sure all the facts you want to convey in your message are accurate and there is a clear call to action present in your message.
 - Courteous** : In business everything starts and ends in courtesy. Courtesy means not only thinking about receiving but also valuing his feelings. Much can be achieved by using polite words and gestures, being appreciative, thoughtful, tactful, and showing respect to the receiver. Courtesy builds goodwill. A courteous message will leave the speaker in a positive mindset rather than negative. It is not enough to use polite expressions like "thank you", "kindly", "will appreciate", "please" etc but the whole letter must have a courteous tone. To achieve courtesy,

2. Give an example of the following : (a) Clear communication (b) Complete communication.

Ans. (a) Clear communication means be clear about what you want to say. Example,

Dear Sugam,

As you may know we have signed up XYZ as our new client. I had a meeting with the engineering team yesterday and had discussed the campaign requirements for this project. Danish from your team had done a pretty good job last time doing the social media campaign for ABC and so I would like him to work on the XYZ campaign too. Would you be available sometime tomorrow to discuss this further?

Regards

Ojas

(b) Complete communication means your message should have all the needed information. When your message is complete, your audience knows exactly what needs to be done. Make sure all the facts you want to convey in your message are accurate and there is a clear call to action present in your message.

e.g. To reserve a hotel banquet room, specify the accommodation needed (What), location (Where), Sponsor organization (Who), date and time (when), event (why), and other necessary detail (How).

3. What do you mean by communication ? What is the purpose of communication ? Explain.

Ans. Communication is the conveying of messages by exchanging thoughts or information via speech, visuals, sign language, or behaviour. Communication is the process of sending and receiving messages through verbal or non-verbal channels.

verbal means including speech or oral communication, writing, or written communication, signs, signals, and behaviour. Communication is said to be "the creation and exchange of meaning." It is a two-sided process in which thoughts, feelings, ideas etc. are exchanged in a verbal or non-verbal manner. Communication requires a sender, a message, and a recipient, although the receiver may not be present or aware of the sender's intent to communicate at the time of communication. The communication process is complete once the receiver has understood the message of the sender. Communication is mainly needed :

- (i) To establish and set goals of an enterprise.
- (ii) To develop plans for their achievement.
- (iii) To organise human and other resources in the most effective way.
- (iv) To select, develop and appreciate members of the organisation.

4. What are the various methods of communication ? Explain.

Ans. Communication is key to maintaining successful relations. People communicate with each other in a number of ways that depend upon the message and its context in which it is being sent. There are three methods of communication. These are :

- (a) Verbal Communication
- (b) Nonverbal Communication
- (c) Visual Communication

(a) **Verbal Communication** : Verbal or oral communication uses spoken words to communicate a message. It can be one-on-one, over the phone or in group meetings etc. Objective of every communication is to have people understand what we are trying to convey. Since oral communication almost always involves the simultaneous transmission and receipt of a message, feedback from the audience is immediate.

(b) **Nonverbal Communication** : Non verbal communication is communication without words. This communication is through gestures, body language, posture, or facial expressions. Nonverbal communication is all about the body language of speaker. Facial expressions are the most common among all nonverbal communication. For instance, a smile or a frown conveys distinct emotions hard to express through verbal communication. Traffic signals are one of the best examples for non verbal communication.

(c) **Visual communication** : The last type of communication is the visual communication. Visual communication is visual display of information, like topography, photography, signs, symbols and designs. Television and video clips are the electronic form of visual communication. Visual communication with graphs and charts usually reinforces written communication, and can in many case replace written communication altogether.

5. What are elements of communication cycle ? Explain.

Ans. Communication is a process of exchanging verbal and non-verbal messages. It is a continuous process. Pre-requisite of communication is a message. This message must be conveyed through some medium to the recipient. It is essential that this message must be understood by the recipient in same terms as intended by the sender. He must respond within a time frame. Thus, communication is a two way process and is incomplete without a feedback from the recipient to the sender on how well the message is understood by him. The various elements of communication cycle are as follows

- (a) **Sender**: Sender is the person who wants to convey the message. Sender initiates the message to be sent to receiver. In order to be a good source, you need to be clear about the message that you are sending.
- (b) **Ideas**: Ideas is the subject of the message. This may be an opinion, attitude, feelings, views, orders, or suggestions. The message is simply the information that you want to communicate.
- (c) **Encoding** : The process of converting the message to be transmitted into symbols is called encoding. The message requires use of certain symbols such as words, actions or pictures etc.
- (d) **Communication Channel** : The person who is interested in communicating has to choose the channel for sending the required information, ideas etc. This information is transmitted to the receiver through certain channels which may be either formal or informal.
- (e) **Receiver** : Receiver is the person who receives the message or for whom the message is meant for. It is the receiver who tries to understand the message in the best possible manner in achieving the desired objectives.

- (f) Decoding : The person who receives the message or symbol from the communicator tries to convert the same in such a way so that he may extract its meaning to his complete understanding.
- (g) Feedback : Feedback is the process of ensuring that the receiver has received the message and understood in the same sense as the sender meant it.

6. What do you mean by feedback? What is the different kind of feedback? Explain

Feedback is the final component in the communication cycle. It is an integral part of communication, and it allows the sender of a message to judge how effective it has been. When the receiver of a communication sends a response or reply to the message, it is called feedback. Feedback indicates successful transmission of the message. It is a process by which the receiver's reaction to the message is transmitted to the sender. The feedback is of following types

- (i) Formal and Informal feedback : Formal feedback is a planned process of giving feedback. These are systematic that measure what and how well the person's performance is throughout the year. Formal feedback determines the proficiency and can be used for comparisons against certain standards. Informal feedback is those spontaneous forms of feedback that can easily be incorporated in the day-to-day activities and that measure the performance and progress. It is a day to day routine feedback when managers meet their subordinate almost daily.
- (ii) Specific and Non Specific feedback : Specific feedback provides detailed or specific information on what the employee did well or poorly. General feedback on the other hand is very non-specific, such as "good job" or "you did great." General feedback, for the most part, is not very helpful for employees.
- (iii) Descriptive and Non Descriptive feedback : Descriptive feedback is specific information, in the form of written comments or verbal conversations that help the learner understand what she or he needs to do in order to improve. Non descriptive feedback is a conversation, or questioning, to cause the recipient to think about and develop opinions on what to do or how to do it.

7. What do you mean by effective communication ? What are barrier to communication ? Explain.

Ans. Effective communication is one of the most valuable skills you can possess. Highly successful managers rely on their communication skills to clear strategic decisions to their staff, motivate them to achieve common goals, and resolve workplace issues. Without proficient communication skills, there will be staff members who are unclear of their roles and responsibilities in the organisation. The barriers to effective communication are as follows :

- (i) Linguistic Barriers : The language barrier is one of the main barriers that limits effective communication. Language is the most commonly employed tool of communication. The fact that each major region has its own language is one of the barriers to effective communication.
- (ii) Psychological Barriers : There are various mental and psychological issues that may be barriers to effective communication. Some people have stage fear, speech disorders, phobia, depression etc. All of these conditions are very difficult to manage sometimes and will most certainly limit the ease of communication.
- (iii) Emotional Barriers : The emotional IQ of the concerned persons determines the ease and comfort with which they can communicate. A person who is emotionally mature will be able to communicate effectively. On the other hand, people who let their emotions take over will face certain difficulties. A perfect mixture of emotions and facts is necessary for an effective communication. Emotions like anger, frustration, humour, can blur the decision-making capacities of a person and thus limit the effectiveness of their communication.
- (iv) Physical Barriers : Communication is a two-way process and distance between the sender and the receiver of the message is an important barrier to communication.
- (v) Cultural Barriers : Due to globalization, companies may have people from several parts of the world. Different cultures have a different meaning for several basic values of society. Hence it is a must that we must take these different cultures into account while communicating.
- (vi) Attitude Barriers : Certain people like to be left alone. They are the introverts or the people who are just not very social. Others like to be social. Both these cases could become a barrier to communication. Some people have attitude issues, like ego and inconsiderate behaviours. These employees can cause severe strains in the communication channels that they are present in.

- (vii) Perception Barriers : Different people perceive the same things differently. This is a fact which we must consider during the communication process. All the messages or communique must be easy and clear.
- (viii) Physiological Barriers : Certain disorders or diseases or other limitations could also prevent an effective communication between the various channels of an organisation.
- (ix) Technological Barriers & Socio-religious Barriers : Other barriers include the technological barriers. Technology is developing fast and as a result, it becomes difficult to keep up with the newest developments. Hence sometimes the technological advancement may become a barrier. In addition to this, the cost of technology is sometimes very high. Most of the organizations will not be able to afford a decent tech for the purpose of communication. Hence this becomes a very crucial barrier.

8. What do you mean by sentence ? What are parts of sentence ?

Ans. A combination of words which give a full meaning is called a sentence i.e. When a number of words (parts of speech) are put together in such a way that they express a complete thought, then they form a sentence. In order to express a complete thought, a sentence must have both a subject and a predicate. A sentence consists of two main parts: the subject and the predicate.

The subject is what (or whom) the sentence is about. The subject of a sentence is the person, place or thing whom we talk about or is performing the action of the sentence. i.e. the subject is who or what is completing the action of the sentence. The subject can be either a noun or a pronoun. Often the subject appears at the beginning of the sentence. The predicate is the part which says something about the subject. The predicate says something about the subject.

9. What do you mean by visual perception and prejudices ? Explain.

Ans. Visual perception is the ways of seeing the same thing by different people in different way. For example, a middle age man is standing on the bus stand talking with few people. Some people might see him as young man and some might see him as old man. It's all perception of the person. To a child and young man, he might look as old man whereas as to an old man he might appear as young man. Same man is seen by different people in different ways. This is visual perception.

We all have prejudices. They occur when we take our past experiences with a person and assume that the same type of experience will happen with all people who are similar to the first. Prejudices are partly due to culture and partly due to personal preference or experience. Not all prejudices involve a negative characteristic either; for example, you could consider all of one group to be smart. Prejudices occur when we take an isolated experience with one 'type' of person and then act as if all encounters in the future with people of the same 'type' or with the same characteristics will result in the same experience.

10. What are different kind of phrases? Explain

Ans A Phrase is a group of words which has no subject and no predicate of its own but gives some meaning on its own and forms a part of a large group of words which is either a clause or a sentence. e.g.

Sugam is standing at the table near the window.

'at the table' = a phrase 'near the window' = a phrase

Phrase have been classified into nine types. These are

(a) **Noun phrase:** Noun phrases consist of a noun and its modifiers. Example,
She has a very nice smile.

He has made a very comfortable life for himself.

(b) **Verb Phrase :** This type of phrase has a verb with another helping verb. It uses words like am, is, are, was, were, being, may, might etc. Example :

He may need some help with his homework.

She did do what she had set out to do.

(c) **Adverb Phrase:** This type of phrase acts like an adverb in a sentence. It modifies a verb, adverb or an adjective. It has words like how, when, where or why. Example :
It's funny how quickly time passed.

He worked from home for a few hours.

- (d) Adjective Phrase : This type of phrase acts like an adjective in a sentence. It modifies a noun or a pronoun.

Examples:

The unicorn has a beautiful blue tail.

The girl from my town won a scholarship.

- (e) Prepositional Phrase : This type of phrase uses an object of preposition (noun or pronoun) and a preposition. It uses words like before, after, near, on, above, at, in a, etc. Examples:

The cat with him is expensive

There are several rare plants by the river.

- (f) Infinitive Phrase : These type of phrase uses an infinitive which acts like a noun, an adjective or an adverb.

Examples:

He lives to please others.

I have a desire to drive a car.

- (g) Gerund Phrase : This type of phrase uses a gerund to complete a thought. The gerund phrase functions like a noun. Examples:

The cawing crows were such a nuisance.

We had lots of fun trying to cook outdoors.

- (h) Participle Phrase : This type of phrase uses either present participle or past participle verb and acts like an adjective. It uses a comma or commas to punctuate in a sentence. Examples:

The young mother, raising her kids, needs extra support.

The sky, turning a pale shade of pink, was a sight to behold.

- (i) Absolute Phrase : This type of phrase is called a nominative phrase. It uses a noun, a pronoun or a participle and tells more about the sentence. It looks like a clause, but doesn't have a true finite verb. It is separated by a comma in a sentence. Examples:

The storm having left, the city calmed down.

After the sun had risen, the boys set out on their trek uphill.

11. What are different kind of sentences ? Explain.

Ans. Sentences are of four kinds

- (a) Declarative sentences : Sentences which make statements are called declarative sentences. Examples :

It is raining.

The child is going to school.

Declarative sentences may be positive or negative.

- (b) Interrogative sentence: An interrogative sentence asks a question. This type of sentence often begins with who what, where, when, why, how, or do, and it ends with a question mark. Examples :

"Where are you going?"

"Do you know whether he is coming tomorrow?"

- (c) Exclamatory sentence: An exclamatory sentence shows strong feeling. An exclamatory sentence ends with an exclamation mark.

Example :

The monkey is attacking!

It is too dangerous to climb that mountain!

- (d) Imperative sentence : A sentence which expresses a request, command or order is called imperative sentence. An imperative sentence mostly ends with a period (.). Examples :

Turn off the light.

Give me the food.