

*Short Questions***1. Define communication?**

Communication is the process of sending and receiving the message. It is a two-way process of exchanging the ideas or information between the human beings in such a way that one can understand the other easily.

2. What is encoding?

Encoding is the process of taking your message and transferring it into the proper format for sharing it with your audience. It requires knowing your audience and ensuring that your message provides all of the information that they need.

3. Who is encoder?

A person who sends the message is either a writer or a speaker or an encoder depending on whether his message is written or oral.

4. What is paralanguage?

Voice quality and extra sounds a speaker makes while speaking are called paralanguage.

Paralanguage includes voice volume, rate, articulation, pitch and other sounds like throat clearing and sighing.

5. What is audience analysis?

Audience analysis involves identifying the audience and adapting a speech to their interests, level of understanding, attitude, and beliefs.

6. What is active listening?

Active listening means being as attentive and involved in the conversation during the times that you are listening as when you are speaking. You must learn to be consciously attentive to the words that are being said, but in addition, to the whole message that the other person is attempting to relay to you. In order to do this you must pay close attention to the speaker.

7. What is prejudgment?

One of the barriers to effective listening is prejudgment. This refers____ to making up your mind before truly hearing what the speaker has to say____ evaluating the meaning of the speaker's message, the speaker's intentions and motivations.

8. Who is interviewee?

An interviewee is a person who is being interviewed. OR

A person who is asked questions in an interview.

9. What is stage fright?

Stage fright is a feeling of fear or nervousness that some people have just before they appear in front of an audience.

10. What are internal stimuli?

Inter stimuli include a person's attitudes, opinions, emotions, likes and dislikes, past experiences, education, job status and confidence in communication skills. All of these affect his way of communication of ideas.

11. What is buffer statement?

It is a relevant, neutral or receiver-benefit statement. It prepares the reader for unfavorable or bad news. It is like a cushion between the reader and the bad news.

12. What are the main objectives of communication?

- i) Flow of information
- ii) Coordination
- iii) Learning management skills
- iv) Preparing people to accept change
- v) Devolving good human relations.

13. What is context?

Context involves things such as your relationship with your audience, the culture of your organization and your general environment.

The context is the situation in which you are communicating. It involves the environment that you are in and that in which your audience is in, the culture of your organization(s), and elements such as the relationship between you and your audience.

14. Enlist any two communication styles?

- 1 Direct Communication Style
- 2 Spirited Communication Style
- 3 Systematic Communication Style
- 4 Considerate Communication Style

15. What is Persuasion?

Persuasion is a symbolic process in which communicators try to convince other people to change their attitudes or behavior regarding an issue through the transmission of a message, in an atmosphere of free choices.

16. What is extemporaneous?

Extemporaneous means something done or spoken with little or no preparation. The orator's performance was impressive but only when he learned that his speech was extemporaneous did he realize the true depth of his talent.

17. What are the different ways of internal communication?

The different ways of internal communication are memos, reports, meetings, face to face discussions, teleconferences, video conferences and electronic mail.

18. What is an organization?

An organization is a group of people associated for business, political, professional, religious, athletics, or other purposes.

19. Identify barrier to communication?

Barrier to communication disturbs the flow of communication and leads to confusion and misunderstandings. They can be caused by the sender, the receiver, lack of feedback, a poor choice of channel, the wrong context or any other factor that interferes with the message.

20. What is you-attitude?

It means conveying a message with the reader in mind, thinking how the reader will react to the message. It should make the reader aware of the fact that the writer is doing something for his needs and problems.

21. What is brainstorming?

Brainstorming refers to the practice of generating ideas and putting them down in concrete form, such as on a piece of paper or in a computer program. You can use brainstorming to force your brain to come up with new solutions to problems or ideas about a product.

22. What is language?

Communication of thoughts and feelings through a system of arbitrary signals, such as voice sounds, gestures, or written symbols.

23. What is pseudo listening?

Pseudo-listening is a type of non-listening that consists of appearing attentive in conversation while actually ignoring or only partially listening to the other speaker.

24. Who is an interviewer?

Interviewee: Person being interviewed (answering the questions)

Interviewer: Person doing the interview (asking the questions)

25. What is internal communication?

Internal communication is the transmission of information within an organization. Internal communication is a lifeline of a business. It occurs between an employer and an employee. It can be formal or informal.

External communication is the transmission of information between two organizations. It also occurs between a business and another person in the exterior to the company.

26. What is the difference between active listening and pseudo listening?

In active listening, you are not paying attention to the speaker while in passive listening, you are paying attention to and concentrating on what is being said.

Active listening includes responses that demonstrate that you understand what the other person is trying to tell you about his or her experience.

Passive listening is one-way communication where the receiver doesn't provide feedback or ask questions and may or may not understand the sender's message.

27. What is difference between listening and hearing?

There is a great difference between hearing and listening. We have all sort of sounds and noise around us without paying conscious attention. Listening involves careful attention to what is said. Hearing passive process while listening is an active process. We have t listen the lecture to understand the meaning of text and other activities.

28. What is emphatic listening?

Empathetic listening is paying attention to another person with empathy [emotional identification, compassion, feeling, insight]. One basic principle is to "seek to understand, before being understood. Another basic principle is to connect emotionally with another person while simultaneously attempting to connect cognitively.

29. How does group discussion contribute to leadership skills?

Lead like a true leader and give direction to the discussion. Guide other team members who have any confusion. Keep yourself away with personal favors. Apart from giving chance to your team members, allow other participants to participate as well. As leaders take the responsibility that the group discussion does not end in a fight and a proper conclusion is reached at.

30. What is meant by kinesics (body language) in nonverbal communication?

Kinesics is the study of communication through body language, including gestures, facial expressions, body movement, and stances.

31. List the communication networks?

- i. Internal communication
 - a. Upward communication
 - b. Downward communication
 - c. Horizontal communication
- ii. External communication

32. What is the role of language in communication skills?

Language plays an important role in communication. It is the symbolic behavior that allowed human singularities such as art, religion, and science- to occur. So effective communication is made possible with only the help of language. The language also employs a combination of words to communicate ideas in a meaningful way.

33. List the principles of communication?

Following principles of communication make it more effective:

- (1) Completeness (2) correctness (3) clarity (3) clarity (4) consideration
- (5) concreteness (6) conciseness (7) courtesy

34. Define noise?

In communication studies and information theory, noise refers to anything that interferes with the communication process between a speaker and an audience. It's also called interference. Noise can be external (a physical sound) or internal (a mental disturbance), and it can disrupt the communication process at any point.

35. How to avoid distraction while listening?

Follow these steps to reduce listening barriers at work:

- a. Minimize distractions.
- b. Prioritize listening over speaking.
- c. Reduce outside noise.
- d. Practice reflecting instead of deflecting.
- e. Ask questions.
- f. Listen fully before giving advice.

36. What is meant by extemporaneous mode of presentation? (238)

The extemporaneous presentation is one that is carefully prepared, but not memorized. You organize the speech but do not write it out word for word. Instead you use key words and key phrases to trigger the next thought. Note cards or sheets of paper encased in plastic covers are the most efficient methods of delivering this presentation.

37. What are the different types of interview?

There are three types of interviews: unstructured, semi-structured, and structured.

38. What language skills are involved in communication?

There are four language and communication skills: listening, speaking, reading, and writing. These four skills of language allow an individual to comprehend and produce spoken language for proper and effective interpersonal communication.

39. What is tempo?

Tempo is a person's speaking rate or rate of speech.

40. What are verbal modifiers?

Modifiers are words or word groups that limit, qualify, and make more exact the other words or word groups to which they are attached. Adjectives and adverbs are the principal single-word modifiers in English.

41. Why does validation work?

Validation is a way of communicating that the relationship is important and solid even when you disagree on issues. Validation is the recognition and acceptance of another person's thoughts, feelings, sensations, and behaviors as understandable.

42. Define inductive reasoning?

Inductive reasoning is a type of logical thinking that involves forming generalizations based on specific incidents you've experienced, observations you've made, or facts you know to be true or false.

43. How will you develop your interviewing skills?**44. Explain "imposed limits"?****45. What are Rituals Questions?**

Long Questions

1. Explain the salient features involved in successful communication skills? Elaborate the process of communication in your own words?
2. Define the skills and methods involved in the speaking process in our college? Explain the essential steps for preparing oral presentation?
3. Write a comprehensive note on the following topics:
 - a. Barrier in good listening?
 - b. Elements of communication styles?
 - c. Components of communication?
 - d. Communication context?
 - e. Levels of communication?
 - f. Communication barriers?
4. What is non-verbal communication? Describe its types and components in your own words?
5. What type of factors can help a person to become active listener? Explain the need of listening skills in university students?
6. Define communication and explain its process in details?
7. Define oral presentation? What are essential steps for preparing Oral presentation?
8. What are different factors which can help a person to become an active listener?
9. What is non-verbal communication? Describe its types and components in details?
10. What are the basic principles of giving an effective interview?
11. Discuss the seven C's (principles) of communication?
12. What are paralinguistic features? How do they contribute in the process of communication? Discuss?
13. What are the Perspectives in communication? Discuss factors affecting our perspective?
14. Discuss in detail four basic communication styles?
15. What is active and passive listening? Suggest technique for effective listening?
16. What is validation? Explain components of validation?
17. Explain processes for developing an effective presentation?