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English

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Q₁ What is communication?

Communication means the exchange of messages, ideas, emotions etc and the like between the sender and receiver.

Q₂ What is you-attitude?

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

Q₃ Difference Between listening and hearing?

There is great difference between hearing and listening. We hear all sorts of sounds and noise around us without paying conscious attention.

Listening involves careful attention to what is said. Hearing is a passive process whereas listening is an active process. We have to listen lecture to understand the meaning of text and other activities.

Q4 What is external stimuli?

External stimuli or prompts are letters, memos, faxes, telephones that force a person to show his response.

Q5 What is Paralanguage?

Paralanguage is non-verbal communication

Such as your tone, pitch, and volume or manner of speaking

As example of paralanguage is the pitch of your voice. Paralanguage include ORV voice, volume, rate, pitch and the other sounds like throat clearing and sighing. Voice quality and extra sounds a speaker makes while speaking are called paralanguage.

Q6 What is Body Language?

Body language refers to the non verbal signals that you use to

communicate your feelings and intention

It include your posture, gesture,

facial expression and movement etc.

Q7 What is audience analysis?

Analyse the audience in term of their experience age interest and reason for listening to the presentation.

It is important to know these details so that you may pitch your presentation to suit the needs interests and level of knowledge of your receivers.

Q8 What is pre-judgement?

Pre-judgement is the process by which you take in and interpret information about other people. Since your first impressions of other takes place automatically, the pre-judgment process goes on largely unnoticed by your conscious mind.

Q9 What is message?

Message is a set of ideas or opinions etc. which a person send to the other. It is the most important element of communication.

What is Role of visual aid in communication?

Visual materials is an important signal to people so use it to improve any presentation.

=> Grains attention

=> Increases interest

=> Supports your points

=> To gain more accurate information

=> To improve and make teaching effective.

OR.

Visual aid are any device which can be used to make the learning experience more concrete more realistic and more dynamic. Kinder S. James.

=> To improve and make teaching effective

=> To enable the audience to look ^{down} and listen ^{and}

=> To increases attention and concentration

=> Help the presenter to arrange the content orderly

=> Aids the listener's memory.

What is medium in Communication:-

Communication always send by medium. There are many methods available for communicating your information to others. We have chosen some of the most important method.

=> Written communication etc Letter, email.

=> Oral Communication etc Cellphone

=> Face to face Communication etc Handshake sign

=> Visual Communication No word, only ~~sign~~

=>

Factors which can block listening?

Often the most significant barriers to listening or block of listening are present within the listener.

=> Boredom or lack of interest

=> The listener's dislike of the personality or physical appearance of the speaker

=> A desire to change rather than accept the speaker.

=> Noise environment.

=> A tendency in the listener to judge the speaker.

=> External Disturbances => Poor Body Language

What is non-verbal Communication?

It is a communication without the words or symbols. It is done through the body movement and facial expressions.

For example

Smile face.

OR

Communication without the use of words is called non-verbal communication.

Words are relatively easy to control
body language, facial expressions and
vocal message.

What is medium feedback?

Feedback is response or reply to the message. It can be written or oral depending on the situation.

Feedback determines the success or failure of the communication.

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Different between 'Active listening' and passive?

Ans Active listening:-

Physical and mental preparation is necessary in active listening. We devote our attention to the speaker and spoken words. In active listening we do not allow our mind to stay (We should make our speaker believe that we are paying attention to him). So hearing with willingness and attentiveness is called active listening.

Passive Listening:-

In passive listening we hear casually. Our attention is diverted and we can not listen properly. Sometime we are not willing to listen but we are forced to do so. So we feel boredom and passive listening takes place.

What is stage fright?

Anxiety is a normal response to any situation that involves risk. Nervousness can be positive if it provides the extra emotional or physical energy necessary to deliver the presentation successfully. However if the fear of speaking becomes distressing it has reached the stage where the stress needs to be managed.

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Q: What is non-verbal

Communication? Describe its component and types in our words

Non-Verbal- Communication:

Communication without the use of words is called non-verbal communication.

In contrast verbal communication involves words. Side by side with the verbal communication ie written or oral exist the non-verbal communication i.e. without word.

This form of communication is as important and common as the verbal one. Depending on the nature of a message, non-verbal communication can express one's feelings more accurately than the spoken or written language.

The types of Non-Verbal

=> Appearance and Surroundings

=> Body language

=> Silence, Time and Space

Appearance and Surroundings:-

Appearance or the format, neatness or language of the message affects the receiver's attitude even before he receives the message.

Appearance includes personal appearance and the appearance of the surroundings. It has a positive or negative effect on the receiver clothing, style, posture, stature, cosmetics which convey impression regarding occupation etc.

Aspects of surroundings include size of room, location, furnishings, machines, architecture, wall decorations, lighting, windows and other related features whatever people communicate.

Orally

Body Language:- (Kinesics):

Body language include the facial expressions, gesture, posture and movement, smell and touch and voice and sounds. All these things exercise definite influence on the receiver and determine his attitude the message conveyed.

They are discussed below:-

Facial Expression:-

The face and eyes are specially helpful in conveying the message non-verbally. It is said that face is the index of mind. Our face and eyes express / reveal our hidden emotions including anger, love, hatred, fear, joy, confusion, respect, uncertainty and other. By smiling, shaking hands, nodding the head and by raising ~~and~~ or lowering our eye brows we can express our approval or disapproval of things.

Successful speakers always maintain more eye contact than the unsuccessful ones.

Gestures, Posture and Movement:-

Gestures and movement of a person reflect his state ~~of~~ mind. One can easily judge from the gesture and movement of a person

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If he is confident or nervous it is said that actions speak louder than words. They are the silent expression of a person's feelings. Handshakes reveal attitudes. Gestures may be warm or cold. The posture of a person projects his personality. It conveys his self-confidence status and interest. The way a person stands, sits, leans or shifts expresses his interest in the matter under discussion.

Therefore one should avoid such posture and movement as can cause a bad impression on other.

Smell and Touch:-

It has been observed that different odors and smells sometimes convey the emotions of the sender and sometimes affect the reactions of the receiver, especially if the receiver is sensitive to scents.

Similarly the touch of a person can convey warmth, comfort, friendship, love, approval, hatred, anger etc.

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Even the most casual contact can create positive or negative feelings.

Voice and Sounds (Paralanguage)

The quality, volume and pitch of voice and the extra sounds a person makes while speaking are also a very important part of non-verbal communication. The voice of a person can tell you a great deal of the speaker's emotional state.

The speaker should use effective pitch, speak expressively instead of being monotonous and use a warm and pleasant tone to speak slowly enough so that he may be understood easily.

-3 Silence, Time and Space

Silence, time and space communicate very accurately and effectively. If a request is met with silence,

it may arouse confusion or frustration.

Similarly, time and space are very important factors. Time taken by a person in making a response is important in many ways. For example-

time spent is waiting and also waiting in an empty space, may have their own effect on the receiver.

The space maintained between the two communications indicates their status and position. Distance between two person also speaks of how far close or intimate they are with one other. Space may be described in term of public space, social space, personal space and intimate space.

Q2 Define Oral presentation?

Oral presentation is a part and parcel of communication. It is considered an art of presenting your ideas successful before your audience by word of mouth. Success oral presentation plays a key role in your personal business affairs of daily life. Sometime you have many opportunities for face to face communication with business and government organization. You have to presents your reports orally and to participate in the meetings seminars, conferences and political or general discussion.

Essential Stages/ steps for Preparing oral presentation=

- => Determine the purpose for presentation.
- => Analyze the audience before presentation.
- => Select the audience main idea for presentation
- => Research the topic for the presentation
- => Organize the data for the presentation.
- => Create visual aids for the presentation
- => Rehearse the Talk.

ij) Determine the Purpose:-

The speaker should determine first about the purpose of his presentation. Some speakers have simple aim just to inform the audience; some want to persuade the audience or some think that the audience should accept their ideas willingly. In all situations the speaker should know the real object of his presentation. Only your purpose for presentation will determine what and how you want to present your ideas effectively.

ii) Analyze the Audience:-

First visualize your audience before your final presentation. Think about their background, education, age, interest, field, experience and further what they want to know or care about your message which you wish to convey to them. Knowing your audience beforehand will enable you to organize your presentation effectively.

iii) Select the Main idea:-

After having through analysis of your audience, now the next step you will see is choose ideas for presentation. Think how much detail you are required to make your presentation acceptable. Important ideas should be given great significance and pay fully attention to them. In short, always choose main ideas wisely.

iv) Research the Topic:-

It is good for the speaker not to choose the ideas randomly or at once. A comprehensive research for the topic is the right requirement for the best presentation. A good speaker must research the topic on different lies or resources along with the consultation of those who have wide wide range of knowledge and experience in their respective fields. So, do the research carefully and present those ideas which are greatly supported by facts.

v) Organize the Data:-

After collecting the required data, the speaker should include the best ideas in his presentation to arouse the interest of the audience. Then, he should proceed with whatever material or information is necessary to achieve his main objectives. The final aim of the presentation should present briefly the key point on logical basis.

vi) Create Visual Aids:-

Some presentation require the effective use of visual aids, when the speaker presents analytical type of presentation. It is necessary so in this case there should be a proper arrangement of visual aids to support the speaker to make his presentation effective. Data organization should be logical. Here, each part of the data organization should be complete.

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vii)

Rehearse the Talk:-

Doing a good rehearsal before the presentation in advance causes to boost up the speaker's best level of confidence. Besides, it enables the speaker to make necessary revisions and correction of the final material. Only timely rehearsal enables the speaker to close the presentation in the required time limit to save the precious time of the audience.

Q3 What types of factors can help person to become a Active listener?

Active listener:-

Physical and mental preparation is necessary in active listening. We devote our attention to the speaker and spoken words. In active listening we do not allow our mind to stagnate. We should make our speaker believe that we are paying attention to him.

The six factors given below help you to give your complete attention to the speaker/become a Active listener:-

⇒ Eye Contact ⇒ Posture

⇒ Body language ⇒ Personal space

⇒ Environment ⇒ Avoid distraction

Eye Contact:-

⇒ Use supportive eye contact. Focus your eyes on the speaker without being intimidating. Show sensitivity - ~~and~~ avoid staring directly at the speaker for long periods as the speaker may feel uncomfortable.

Posture:-

Use your posture to show you are attending to the other person. Lean slightly forward towards the speaker in a relax way. Face the person squarely. Maintain an open position with arms and legs uncrossed.

Body Movement:-

Avoid moving about a lot.

Avoid fiddling with objects, crossing or uncrossing legs, signalling or speaking to passers-by.

Personal space:-

Position yourself at a distance that is comfortable for both you and the speaker. Comfort in the use of physical distance depends on culture or personal preference.

Avoid moving into the speaker's personal space.

Environment:-

Create an environment without distraction of interruptions.

Remove any physical barriers between you and the speaker.

Establish an environment where you can both feel relaxed.

Avoid Distractions:-

Face and maintain contact with the speaker.

Ignore distractions rather than turning away from the speaker.

Stop what you are doing and focus your attention on the other person.

Define Communication ?
Define Various Component of Communication in Communication process?

Communication :-

Communication is a process of sending and receiving message between two persons or companies. It may be called a two way process of exchanging ideas and information. Message are exchange in such a way as one can understand the other easily. Communication is considered effective when it achieves the desired reaction or response from the recipient. But it is not so easy.

Therefore it is necessary to keep in mind the problems regarding verbal and non-verbal communication and the factors or elements of communication.

Elements / various Component of comp communication:-

The process of communication has the following elements

=> Context

=> Encoder / Sender

=> Message

=> Medium / channel

=> Decoder / Receiver

=> Feedback / Response

Context :-

Content is the situation or setting within which communication take place or the circumstance that

surround a particular piece of communication
Context play a important part in how a message is encoded and decoded

The same message can have a completely different meaning depending on the situation, since emotions and reaction of ideas and events vary in different situations.

Context is a very vast field that includes country, culture, organization and internal and external stimuli.

The External Stimuli:-

Stimuli is the plural of stimulus which means prompt. What prompts a sender to transmit his message is its stimulus. The external stimuli may be a letter, notes, memo electronic mail, fax, telex, telephone call, a meeting or even a casual conversation. Response to this stimulus or prompt may be oral or written depending on the situation.

The Internal Stimuli:-

The internal stimuli have a very complex influence on how a person sender or receiver his own view of the world affects the choices he make in language. The most important is his ability to analyze his receiver's culture, needs, skill, viewpoints, experience and mental ability.

In order to make communication effective, all these aspects of context must be considered.

Encoder or Sender:-

Communication begins with the sender. A person who sends a message is called the "Encoder". He may be a writer or a speaker depending on whether his message is written or oral. The role of a sender is very important. He tries to choose symbols... usually words which express his message correctly so that the receiver understand it and react according to his desire. It is the duty of the sender to encoder his message properly, correctly, clearly and completely to achieve the desired feedback.

Message:-

The message is the idea or feelings which sender wants to transmit to the receiver in order to achieve understanding. It makes a connection between sender and receiver of the message. No message can achieve its purpose

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unless it has unity of thought consistency in expression and emphasis on the main point. The message may be verbal or written. First of all the sender must be very clear about his message and all the important contents in it. The message should be very clear so that the receiver may understand it.

Medium or Channel:-

A communication medium or channel is the means or technique used to convey a message. It may be a conversation, letter, telephone, cell radio or television programme.

The sender should choose a channel that suits his communication purpose needs of the message and the needs of the receiver. The choice of channel, in fact depends on the nature of the message and the relationship between the sender and the receiver.

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The oral medium is effective when the message is urgent or personal or immediate feedback is of great importance.

Oral communication may take the form of staff-meetings, reports, face to face discussions, presentation, audio-tapes, telephone chats or videotapes.

External written communication media may be letters, reports, telegrams, cablegrams, mailgrams, faxes, post-cards etc. A person may communicate orally in face to face discussions by telephone or speak to group in live presentations through video, or television.

Decoder OR Receiver:-

The receiver of the message is the reader or listener also known as the decoder. When a message is received the receiver assigns certain meanings to it. This is called "decoding". The factors that affect the decoding of a message

are knowledge, experience and attitude.

Different people have different attitude abilities, experiences and opinions.

The message is decoded or interpreted by a receiver written within the range of his knowledge. The problem is that we do not all undergo identical experience with the subject or the symbols that the sender has chosen.

Feedback:- OR Response:-

Feedback is an essential part of successful communication. It is the receiver's response to the sender's message. Feedback provides continuity in the communication. It indicates effective understanding or misunderstanding of the message. It also stimulates further communication and discussion.

Both sender and receiver need feedback. Feedback can be oral or written. It can also be an action such as receiving the ordered items.

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It is important to the speaker to determine how the message is being received and help receivers understand how their behaviour affects others.