

Q9) what is message?

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

Q10) what is Role of visual aids in communication?

visual aids allow the speaker to use verbal and non-verbal communication to solidify and the message and provide a point of reference for the mind.

Q11) what is Medium?

It is the way adopted to the message.

The way that is adopted to send the message is called medium.

Q12) Factors which can block listening?

- 1) Trying to listen to more than one conversation at a time.
- 2) You are not interested.
- 3) Not focusing
- 4) You make judgements.

Q13) what is non-verbal communication?

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

Q14) what is feedback?

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



Q15) what is Active and passive listening?

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.

Active listening is a way of listening and responding to another person that improves mutual understanding.

Q16) what is stage fright?

stage fright is the anxiety and nervousness people experience when delivering oral presentations.