

Unit – I
Communication Skills – I
Chapter – 1
Methods of communication

A. Choose the correct answer.

1. _____ is the sharing of information by using words.
 - a. Non-verbal communication.
 - b. **Verbal communication** (✓)
 - c. Visual Communication
 - d. Sign language
2. A group of words, which does not make complete sense, is known as a _____.
 - a. **Phrase**(✓)
 - b. Sentence
 - c. Antonyms
 - d. Synonyms
3. What is the purpose of communication?
 - a. Inform
 - b. Influence
 - c. Share thoughts, ideas and feelings
 - d. **All of the above**(✓)
4. When we communicate verbally, we should use _____.
 - a. difficult words
 - b. **simple words**(✓)
 - c. confusing words
 - d. abbreviations
5. Why do we send emails?
 - a. To reach on time
 - b. **To share documents and files**(✓)
 - c. To talk to each other
 - d. To meet each other
6. Which of these is a positive (good) facial expression?
 - a. Staring hard
 - b. **Nodding while listening**(✓)
 - c. Wrinkled forehead
 - d. Looking away from the speaker
7. What does an upright (straight) body posture convey/show?
 - a. Shyness
 - b. Fear
 - c. **Confidence** (✓)
 - d. Intelligence
8. Which of these is not an appropriate non-verbal communication at work?
 - (a) **Putting arm around a coworker's shoulder**(✓)
 - (b) Shaking hands firmly
 - (c) Looking at the speaker with a smile
 - (d) Standing with an upright posture
9. When you are preparing for a presentation, you should _____.
 - (a) focus on the objectives of the presentation
 - (b) practice your speech in front of a mirror or friend
 - (c) do rehearsals to time your presentation of slides
 - (d) **All of the above**(✓)
10. Using abbreviations in communication leads to which type of communication barrier
 - a) **Language/ Linguistic**(✓)
 - b) Physical
 - c) Cultural
 - d) Organisational

Answer the following questions-

1. What are the methods of communication?

Ans. There are three basic methods of communication.

a) **Verbal** b) **Non-verbal** c) **Visual**

Verbal- It involves the use of words in delivering the intended message.

There are two primary forms of verbal communication:

- (i) Oral communication
- (ii) Written communication

Oral communication – The process of expressing information or ideas through spoken words is known as Oral communication.

Written communication – It involves sending messages in the form of written words to convey information.

Non-verbal communication - It means communicating without the use of words, either oral or written.

Visual communication – Any verbal or non-verbal communication utilizing the sense of sight is known as Visual communication.

2. Differentiate between Oral and Written communication.

Ans. **Oral communication** –

- a) It has no legal validity.
- b) It provides immediate feedback.
- c) It is cost efficient.

Written communication-

- a) It has legal validity.
- b) It provides delayed feedback.
- c) It may involve postage cost.

3. What are the different elements in Non-verbal communication?

Ans:

Facial expression- The look on a person's face is often the first thing we see, even before we hear what he/she has to say.

Gestures- Conscious hand and body movements and signals are an essential way to communicate without words. Some of the common gestures include waving, pointing, and using fingers to indicate numbers.

Body language- Body language includes facial expressions, eye movement, hand gestures, posture, etc.

Eye Gaze- The movement of eyes, like looking, staring, and blinking, is an essential form of non-verbal communication.

Chapter – 2 Communication Cycle

1. What is Communication cycle?

Ans.

Communication is the process of transferring or sharing of information between two or more people. It is a two-way process of reaching mutual understanding in which participants not only exchange information, new, ideas, and feelings, but also create and share a new meaning.

2. Write the elements of communication cycle. And explain each of them.

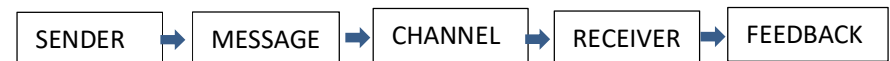
Ans.

Elements of communication cycle-

a) Sender b) Message c)

Communication channel

d) Receiver e) Feedback



Sender- A sender is an individual or a group who has an idea or information which he wants to communicate with others.

Message-It is the encoded idea sent by the sender.

Communication channel- This is the means through which the message travels from the source to the receiver.

Receiver- The person or group that receives the message is known as the receiver.

Feedback- It is the response what we get from the receiver.

3. List the barriers to effective communication. Explain any three.

Ans.

Environmental Barriers-These are the physical conditions that affect the communication process. For example, defective instruments etc.

Situational Barriers- The factors like distance, noise, and distractions cause unnecessary disruption in the communication process.

For example, loud music etc.

Individual Barriers-

- (a) **Linguistic ability-** Speech disorders or other physical disabilities can distort the communication process.
- (b) **Inattention-** If the listener is preoccupied or distracted or just not interested in the conversation, he will likely be inattentive.

Chapter – 3

Perspectives in Communication

1. What do you understand by perspective in Communication?

Ans.

Perspective is an individual's point of view through which one interprets and understands every communication and event happening around us. Different people have different perspectives as everyone sees things differently from others.

2. What factors affect perspectives in communication?

Ans.

Factors-

(i) Visual Perspective- It refers to our tendency to focus only on the parts of a scenario that we are most inclined to notice.

(ii) Language- Perspectives play a role in the interpretation of words as well. Some words can have very different meanings depending on how we interpret them.

(iii) Past experience- We enter a situation or communication with certain expectations of what will happen and behave accordingly. These are based on the filters or perspectives that we have developed due to our past experiences.

(iv) Attitude- It is a mindset that decides how an individual perceives an idea or a situation and responds to it.

(v) Prejudice- It is an idea or opinion that is not based on fact, logic, or experience. Prejudice is considered a negative attitude, especially when it is related to hatred or intolerance for certain groups of people.

(vi) Environment- All of us communicates differently in different environment. For example, some students hesitate to voice their opinions in the classroom, while others thrive on the attention of their classmates.

(vii) Feelings-

There are two ways in which your feelings can influence your communication with another person. The first one refers to the way you feel on a specific day.

The second aspect related to feelings refers to how you feel about a specific person.

(viii) Beliefs- Our beliefs form a vicious cycle. Our unique perspectives, with which we interpret any message or event, stems from our belief system.

- (iii) Make use of topic sentences
- (iv) Leave out unnecessary details
- (v) End the paragraph with a concluding sentence.

Chapter – 4 **Basic Writing Skills**

1. List the seven elements of effective written communication.

Ans. 7C's of communication –

- (i) Clear- The message should not be vague.
- (ii) Correct- The message should be free of any grammatical and spellings mistakes.
- (iii) Complete- The message should be complete.
- (iv) Concrete- The content should be supported by facts and figures.
- (v) Concise- The message should be precise and to the point.
- (vi) Consideration- The sender must take into consideration the receiver's opinions, knowledge, mindset, background etc., to communicate effectively.

or

- (vi) Coherent- The points you make should all be linked to the main topic and should help you to deliver the objective you originally set out to achieve.
- (vii) Courteous- The sender must consider feelings and viewpoints of the receiver while drafting the message.

2. Write the rules for writing a paragraph.

Ans. Rules-

- (i) Give the paragraph unity
- (ii) Keep the paragraph short