

23/08/2021

Term Test 2

Effective Communication Skills

Q. 1) Explain any three socio-psychological barriers with suitable examples.

Ans The psychological state of the receiver will influence how the message is received. The following socio-psychological barriers arise in the minds of people:

i) Unjust Assumptions:

People might make various assumptions based on what they see or perceive. A speaker, for example, incorrectly assumes that the conservatively dressed audience might not understand his modern idea.

ii) Closed mind:

Certain people think that they know everything about a subject. Usually they are not prepared to accept that they could be mistaken. Many make generalized statements like women cannot become superior to men or that all young people are irresponsible. An attitude of aliveness is an outcome of such biased approach.

iii) Halo and Horns effect:

We have a love-hate relationship with people around us. We always trust people whom we like or admire and believe in all they say. This is called halo effect.

Conversely, we are mostly sceptical and distrustful

of people we dislike or hate. This attitude towards persons we dislike is called horn effect. Both the effects can be a barrier to communication because in both case we are driven by emotions ~~and~~ rather than reasoning.

Q. 2) what are 7 principles of effective letter writing? Explain any three of them with suitable examples.

→ 7 principles of effective letter writing are:

- 1) Clarity
- 2) Conciseness
- 3) Completeness
- 4) Correctness.
- 5) Consideration.
- 6) Concreteness.
- 7) Courtesy.

1) Clarity:

The writer must have a definite purpose and ensure that all information (idea) is transmitted clearly. There should be no confusion or ambiguity. The writer should use concrete expressions which are easy to understand and remember. Clarity can be achieved by using simple sentences and by using common terms instead of jargons.

2) Completeness:

The writer must include all details and background information to support the message. The reader should be able to understand and interpret the message completely. Incomplete information is always dangerous.



## 3) Courtesy :

The writer should have a polite attitude towards the reader. He/she should use positive sentences. Words like "kindly, thank you, please, etc make writing courteous. Providing additional information and giving immediate reply is also important to maintain courtesy.

Q. 3) SummaryTraditional over Modern Toys

High-tech toys rob children of opportunities of mental and physical development. Many of the skills we use as adults were developed during playtime with the help of basic toys, says child psychologists. When a child builds towers with a basic set of blocks, he is ~~not~~ ~~only~~ also developing some vital skills. Toys allow children to develop their imagination skills and creativity. Psychologists suggest saving some space for toys that work on kid power.