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# National University of Computer & Emerging Sciences – FAST Peshawar Campus

# *English Assignment # 4*

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* ***Subject: Communication and Presentation Skills***
* ***Department: Computer Science***
* ***Section: 2A***
* ***Instructor: MAM NOREEN SHAH***

**Perception And Other Exercises Combined**

**Skill-Building Activities**

**1. Describing Feelings and Communicating Boundaries Each of the statements below expresses feelings. Rephrase each to describe feelings or where appropriate to communicate a boundary.**

a. Expressed: "I can't believe you told that story without my permission!"

Described: ***I feel upset and violated that you shared that story without my consent.***

b. Expressed: "Growing up without a dad was hard. But it's really none of your business."

Described: ***I feel uncomfortable discussing my family history, and I would prefer not to share that information with you.***

c. Expressed: "It's not fair to expect me to share our dorm room with your boy- friend."

Described: ***I feel that my privacy and personal space are being invaded by having your boyfriend in our dorm room, and I would prefer to have a roommate-only living situation.***

d. Expressed: "All you've done this whole lunch is text. I don't know why I bothered to come!"

Described: ***I feel ignored and unimportant when you spend our time together on your phone, and I would appreciate it if we could have a more engaged conversation during our meals together.***

**2. Describing Behaviour Rephrase each statement so that it describes the behaviours that might have led you to this generalization.**

a. "You're a really good friend."

Described: ***“You consistently demonstrate qualities of a good friend, such as being supportive, trustworthy, and caring.”***

b. "You're always picking on me."

Described: ***"You frequently make comments that criticize me, which can be hurtful."***

c. "I can't believe that you stabbed me in the back."

Described: ***"You did something that betrayed my trust, which has caused me to feel hurt and disappointed."***

d. "One of the things I admire about you is that you are so thoughtful."

Described: ***"I have noticed that you often take the time to consider the needs and feelings of others, which is a thoughtful and admirable quality."***

**3. Disclosing Personal Feedback For each of the following situations, write an ap- propriate feedback message.**

a. You have been car pooling to school for about three weeks now with a fellow student referred by the school transportation office. Everything about the situ- ation is great (e.g., he's on time, your schedules match, and you enjoy your conversations), except he drives ten to fifteen miles per hour faster than the speed limit, and this scares you.

Feedback: ***"I appreciate carpooling with you to school, and I enjoy our conversations on the way there. However, I feel uncomfortable with the speed you drive, as it exceeds the speed limit. Can we agree to drive within the speed limit for our safety and peace of mind?"***

b. A good friend has a habit of saying "like" and "you know" more than once every sentence. Although she is an "A" student, you believe this habit makes her sound uneducated. She is about to graduate and has been doing on-campus job interviews. So far every potential employer she has interviewed with has rejected her. She asks why you think she is having such a hard time.

Feedback: ***"I think you're a great candidate for the job, but I've noticed that you tend to use filler words like 'like' and 'you know' frequently when you speak. I believe this might be affecting how employers perceive you during interviews. Have you considered practicing speaking without these filler words to improve your communication skills?"***

c. Your professor has asked you for feedback on his or her teaching style. Based on your experience in this class, write a message of praise and one of constructive criticism.

Feedback: Praise Message : ***"Thank you for providing a stimulating and engaging learning environment. I appreciate your knowledge and expertise in the subject matter, which has helped me develop a deeper understanding of the course material."***

Constructive criticism message - ***"However, at times, I find it challenging to follow the flow of the class discussion. It would be helpful if you could provide more structure or clarification during these moments to ensure everyone's understanding of the topic."***

**4. Assertive Messages Write an assertive message for each of the following situations. Indicate what type of assertion you are making: a complaint, a personal request, or a refusal.**

a. You come back to your dorm, apartment, or house to finish a paper that is due tomorrow, only to find that someone else is using your computer.

Assertive response: ***Personal request - "Excuse me, I need to use my computer to finish a paper that's due tomorrow. Would you mind if I use it for a while?"***

b. You work part-time at a clothing store. Just as your shift is ending, your manager says to you, "I'd like you to work overtime, if you would. Martin's supposed to replace you, but he just called and can't get here for at least an hour." You have tickets to a concert that starts in an hour.

Assertive response: ***Refusal - "I'm sorry, but I can't work overtime today. I have tickets to a concert that starts in an hour, and I've been looking forward to it for weeks. Can we find someone else to cover the shift?"***

c. You and your friend made a date to go dancing, an activity you really enjoy. When you meet, your friend says, "I don't feel like dancing tonight. Let's go to Joey's party instead."

Assertive response: ***Complaint - "I was really looking forward to going dancing tonight, and I feel disappointed that we're not doing what we planned. Can we stick to our original plan and go dancing instead?"***

d. You're riding in a car with a group of friends on the way to a party when the driver begins to clown around by swerving the car back and forth, speeding up to tailgate the car in front, and honking his horn. You believe this driving is dangerous, and you're becoming scared.

Assertive response: ***"I'm feeling scared and uncomfortable with the way you're driving the car. I need you to stop swerving, tailgating, and honking the horn, as it's dangerous for all of us. Can we please drive safely and responsibly?"***

**5. Initiating a Conflict Prepare a message that would effectively initiate a conflict for each of the following situations.**

a. Situation: You observed your long-time romantic partner flirting with another person. Your partner's arm was around this person's waist and they were quietly talking, laughing together, and periodically whispering in each other's ear.

Initiating Message: ***We need to talk about something that happened the other day. I saw you flirting with someone and it made me really uncomfortable. Your arm was around their waist, you were laughing together and whispering in each other's ear. It was disrespectful to me and our relationship, and I need to know what's going on.***

b. Situation: Your roommate borrowed your iPod and returned it late last night. You put it on your desk without really looking at it. This morning when you grabbed it to use at the gym, you noticed that the display was cracked. You are certain it was not damaged before your roommate borrowed it.

Initiating Message: ***We need to talk about my iPod. I lent it to you, and when I got it back, the display was cracked. I'm really upset about this because it was not damaged before you borrowed it. I need to know what happened and how we can resolve this.***

c. Situation: Halfway through your shift, your manager called you into her office and told you that someone had called in sick and that you would have to stay until closing. You have a test tomorrow and need to study.

Initiating Message: ***I need to talk to you about what happened today. My manager asked me to stay until closing because someone called in sick, but I have a test tomorrow that I need to study for. I feel like my needs are not being considered and I need to find a solution that works for both of us.***

**6. Responding to Conflict Prepare a response that would move the conflict toward a collaboration for each of the following situations.**

a. Initiating Message: "I saw you yesterday and, boy, were you enjoying yourself. So I hope you really had fun because, it's over between you and me. You can't cheat on me and expect me to take it."

Your Response: ***"I need to talk to you about something that's been bothering me. Yesterday, when we were at the party, I saw you flirting with someone. Your arm was around their waist, and you were whispering in their ear. It made me feel disrespected and hurt. I want to understand what was going on and how we can move forward from here."***

b. Initiating Message: "I can't believe that you broke my iPod and then didn't have the guts to tell me."

Your Response: ***"Hey, I need to talk to you about my iPod. When you borrowed it, I didn't notice anything wrong with it. But this morning, when I went to use it at the gym, I saw that the display was cracked. I'm pretty sure it wasn't like that before, and it's frustrating because I take good care of my things. Can we figure out a way to resolve this?"***

c. Initiating Message: "There's no way I'm staying late again to close the store. You never even consider the fact that some of us have other things to do besides cover your ass."

Your Response: ***"I wanted to talk to you about my work schedule. I understand that someone called in sick, but I have a test tomorrow that I really need to study for. Is there any way we can find a solution that works for both of us? Maybe I could leave a little earlier and come in earlier tomorrow?"***