

**IMPORTANT NOTE: THERE IS NO WORD LIMIT. ONLY TIME LIMIT. YOU HAVE TO ANSWER THE QUESTIONS AND SEND THE DOCUMENT TO YOUR TUTOR WITHIN THE PRACTICAL SESSION TIMING ALLOTTED FOR YOU.**

I. *State whether the following statements are TRUE or FALSE: (10 marks)*

1. All of us do communicate; but most of us do not know whether we are communicating in an effective manner or not. **TRUE**
2. One's success is directly proportionate to one's ability to communicate. **TRUE**
3. Using Facebook to connect to thousands of people indicates effective communication. **FALSE**
4. Most people do not make efforts to use the right word in communication. **TRUE**
5. Most people are satisfied with using the almost right word in communication even if it results in ineffective communication. **TRUE**
6. Denotative meaning is the literal, dictionary meaning of a word. **TRUE**
7. Connotative meaning is the metaphorical meaning of a word. **TRUE**
8. Frequent errors and misunderstandings are quite possible in communication because it involves shared assumptions, and unspoken agreement between individuals. **TRUE**
9. Communication is vital for survival because of the gregarious nature of human beings. **TRUE**
10. Use of facial expression is part of verbal communication. **FALSE**

II. *Choose the most appropriate answer from among the choices given: (3 marks)*

1. Communication is (a) sharing of ideas (b) exchange of thoughts (c) passing information (d) imparting knowledge **(e) all of the above.**
2. From Robert Frost's quote, "Half the world is filled with people who have something to say and cannot say it and the other half, of people who have nothing to say and keep on saying it," we can infer the following: (a) people who have something to say and cannot say it communicate effectively (b) people who have nothing to say and keep on saying it communicate effectively **(c) none of the people mentioned communicate effectively** (d) both group of people communicate effectively.
3. Find in which of the following sentence/s language is used in a connotative sense: 1. The soldier fought against his enemy with fire in his heart. 2. The cat got killed in a fire accident. **(a) Sentence 1** (b) Sentence 2 (C) Both 1 and 2 (D) None of the above

III. *Write in a sentence the communication process in a simple way by incorporating 5 WH questions: (2 marks)*

**Who sends what to whom through which channel with what effect?**

IV. *Explain the 5 basic components of effective communication with suitable examples: (5 marks)*

**5 Basic Components of Effective Communication****1. Conciseness & Clarity**

**Don't say, "That homo sapien yearned for dihydrogen oxide."**

**Just say, "That man wanted water."**

**2. Conviction & Confidence**

**"No tears in the writer, no tears in the reader." ~ Robert Frost**

**It's your passionate involvement and the way you put it will convince your audience.**

**3. Genuineness & Interest**

**Be genuinely interested in the subject matter to cause enthusiastic response from your receiver.**

**4. Empathy and Timing Sense**

**Respect your audience; treat them with courtesy & politeness.**

**Be sensitive to the utility of their time. Make listening to you a worthwhile experience.**

**5. Brevity and Effectiveness**

**"Brevity is the soul of wit." ~ Shakespeare**

**Be as brief as possible if you want to heighten effectiveness in your communication.**

V. *Recall a film or a play you have watched or a novel you have read recently. Can you show an instance of misunderstanding between individuals or groups of people? In some films it is a major misunderstanding that carries the story forward. Explain how the misunderstanding came about. What could have prevented it? Can you relate it to the communication process that you have studied? (10 Marks)*

**Expected way of answering:**

- **A good example of misunderstanding caused due to communication should be identified.**
- **It should be analysed as why the miscommunication was caused. Often it could be because of ambiguity in language. Or with regard to sender/receiver's inability or lack of interest in seeking clarifications.**
- **Further, it can be analysed in terms of the communication process; whether miscommunication originated with the sender, or due to wrong choice of medium/channel or receiver's negative mind-set, lack of receptivity, etc.**