Unit 2

AnSWER 1:

Reading comprehension is the ability to read text, process it and understand its meaning. It relies on two, interconnected abilities: word reading (being able to decode the symbols on the page) and language comprehension (being able to understand the meaning of the words and sentences) also the ability to follow organization of passage and to identify antecedents and references in it, ability to draw inferences from a passage about its contents, ability to identify the main thought of a passage, ability to answer questions answered in a passage

Steps to solve reading comprehension:-

1. Read the passage through and thorough to get the central idea of the given passage. The process of comprehension involves the interpretation or the understanding the content of the passage.
2. Read the passage again , a little more carefully, so as to know the authors point of view.
3. The reader should keep his mind free from prejudices.
4. Study the question. Turn to the relevant portions again, if necessary, as you read the questions.

**5 Steps to Improving Reading Comprehension**

1. Improve your vocabulary.
2. Come up with questions about the text you are reading and use context clues.
3. Look for the main idea.
4. Write a summary of what you read.
5. Break up the reading into smaller sections and pace yourself.

Answer 2

A **prefix** is a group of letters placed before the root of a word. For example, the word “unhappy” consists of the prefix “un-” [which means “not”] combined with the root word “happy”; the word “unhappy” means “not happy.”

| **Prefix** | **Meaning** | **Examples** |
| --- | --- | --- |
| de- | from, down, away, reverse, opposite | decode, decrease |
| dis- | not, opposite, reverse, away | disagree, disappear |

A **suffix** is a group of letters placed after the root of a word. For example, the word flavorless consists of the root word “flavor” combined with the suffix “-less” [which means “without”]; the word “flavorless” means “having no flavor.”

| **Suffix** | **Meaning** | **Examples** |
| --- | --- | --- |
| -able | able to, having the quality of | comfortable, portable |
| -al | relating to | annual comical |

Answer 3

A)One who is liked by people = adorable

b) One who knows everything= omniscient

c) One who looks at the brighter side= optimist

d) One who looks at the darker side= pessimist

e) One who does not believe in God = atheist

Answer 4

Synonyms

1. Capsize= invert
2. Captivate= attract
3. Commiserate= sympathize
4. Concominant= complementary
5. Culminate= climax

Answer 5

 A dictionary contains an alphabetical list of words that includes the meaning, etymology and pronunciation. Â A thesaurus is a book that contains synonyms and even antonyms.

 Unlike the dictionary, the words in thesaurusÂ are arranged either alphabetically (just like the dictionary) or thematically (words of similar meanings grouped together).

 While a dictionary defines a word, a thesaurus gives a list of words with similar meanings for each entry.

 A dictionary explains the meaning of a word and how it is spelled and used.

 One can come across student thesauri and esoteric thesauri.

 Apart from the English dictionaries, one can come across language dictionaries and also bilingual dictionaries.

 There are also dictionaries that denote specific areas such as medical dictionary and the geography dictionary.

Answer 6

1. Synonym is a word or phrase that means exactly or nearly the same asw another word or phrase in same language.

Example :

stop= cease, halt.

Dig= excavate , shovel

1. Antonym is a word opposite in meaning to another.

Example:

Curse= blessing benefit

1. Prefix is a word, letter, or number that is placed before another.

Example:

Un= undigestible, unique.

1. Suffix is a morpheme is word added at the end of the word to form a derivative

Example:

Free= stressfree, carefree.

Ly= lively, lovely

1. Homophone is each of two or more words having the same pronunciation but different meaning, origin or spelling.

Example: heal and heel

Too and toe.

Answer 7

You can define vocabulary as “a set of words used in a specific language”. It comprises of all the [words](https://www.toppr.com/guides/english/vocabulary/words/) that you understand when you read or write something or listen to someone speak. That is, our vocabulary consists of all the words that we understand, feel, or comprehend in the correct context. Hence, the more effort you put in to understand the meaning of a word, the stronger your vocabulary grows.

Vocabulary power can be improved by

1. **Develop a reading habit**
2. **Use the dictionary and thesaurus**.
3. **Play word games**
4. **Use flashcards**.
5. **Use mnemonics**.
6. **Practice using new words in conversation**

**Answer 8**

Prefix are

A= aside, aback, ahunting, aglow,anew, abashed

Auto= automatoic, autocycle, autograph, automobile, autocracy

En= encourage, encompass, engulf, enlighten, embellish

Dis= dissemble, discard, disrupt,disorder, disappear

Im= immature, impossible, impeccable,impolite, immortal

Ansswer 9

Suffix are

Age= brokerage, barrage, disengage, disparage

Ance=enhance ,assistance, importance, endurance, allowance

Dom= freedom, kingdom, wisdom, boredom, stardom

Ship= relationship, friendship, leadership, membership, partnership

Ment= disagreement, amazement, amusement, advertisement, achievement.

Answer 10

The **main difference** between synonyms and antonyms is that **synonyms are words with similar meanings, whereas antonyms are words with opposite meanings.**

For instance, words like delicious, yummy, succulent are synonyms of the adjective tasty. Similarly, verbs like commence, initiate, and begin are synonyms of the verb start.

For example, the antonym of hot is cold; similarly, the antonym of day is night. Antonyms are actually the opposite of synonyms.

Moreover, antonyms of some words are formed by adding a prefix; however, synonyms cannot be formed in this manner.

**UNIT 3**

Answer 1

Communication is essentially the ability of one person to make contact with another and to make himself and herself understood.

Or

Communication is the process by which meanings are exchanged between people through the use of common symbols.

The process of communication is a cyclic one as it begins with the sender and ends with the sender in the form of feedback.

The following is a brief analysis of the important steps of the process of communication.

Sender

The very foundation of communication process is laid by the person who transmits or sends the message. He is the sender of the message which may be a thought, idea, a picture, symbol, report or an order and postures and gestures, even a momentary smile. the sender encodes it in such a manner that can be well-understood by the receiver.

### Message

Message is referred to as the information conveyed by words as in speech and write-ups, signs, pictures or symbols depending upon the situation and the nature and importance of information desired to be sent. Message is the heart of communication.

### Encoding

Encoding is putting the targeted message into appropriate medium which may be verbal or non-verbal depending upon the situation, time, space and nature of the message to be sent.

### Channel

Channel(s) refers to the way or mode the message flows or is transmitted through. The message is transmitted over a channel that links the sender with the receiver.

### Receiver

Receiver is the person or group who the message is meant for. He may be a listener, a reader or a viewer. It is the other end of the process.

### Decoding

Decoding refers to interpreting or converting the sent message into intelligible language. It simply means comprehending the message.

### Feedback

Feedback is the ultimate aspect of communication process. It refers to the response of the receiver as to the message sent to him/her by the sender. Feedback is necessary to ensure that the message has been effectively encoded, sent, decoded and comprehended.

## Communication process example

*Priya is a sales manager who wants to request a larger department-wide budget for the next fiscal year. To get her budget approved, she needs to go through the proper communication process. She takes the following steps:*

*Step 1: Priya needs to develop her budget idea before she can send it out.*

*Priya identifies the key stakeholders that need to approve her budget. They include the CEO and investors of the company.*

*Next, she outlines key information she needs to share to convince her boss about her message:*

* Sh*e needs the extra funds to remain competitive.*
* *The additional budget will elicit a strong return on investment.*

*Step 2: Priya encodes the message.*

*Priya knows the receiver of this information, her CEO, very well. He prefers information that relates to the big-picture organisational goals. Her boss is also a very busy man; therefore, she needs to schedule a suitable time where he will not be distracted by other operational matters. To convince him of the importance of her budget request, she needs to provide him with valid statistics and data.*

*Step 3: Priya needs to select the channel of communication that she will use.*

*Priya decides that the best way to get her budget approved is via a face-to-face presentation.*

*Step 4: Priya's message travels over the channel of communication.*

*Priya delivers her presentation at the company's monthly board meeting.*

*Step 5: Priya's CEO receives her budget request during their meeting.*

*Step 6: Priya's CEO decodes the message.*

*The executives on the board ask her questions about her additional budget request. They review her statistics and discuss her presentation amongst themselves.*

*Step 7: Priya's CEO provides feedback.*

*After the presentation, Priya looks over the comments made and thinks about how she can use their input in future budget proposals.*

Answer 2;

Nonverbal communication skills are those related to body language, such as eye contact, gestures, facial expressions and vocal tone.

The different types of nonverbal communication include:

* **Body language:** People understand your message in part by the way you position your body. For example, if you are feeling nervous or angry, you might cross your arms.
* **Gestures:** These can be intentional or unintentional. For example, you might see Americans using a 'thumbs up' sign to express their positive feelings about something.
* **Facial expressions:** This way of nonverbal communication is the most common. When using facial expressions, people usually communicate through their eyes, eyebrows, mouth and facial muscles. It is useful in communicating both information and emotion.
* **Touch:** Some people use touch to be expressive, for example, to give support or comfort. Make sure to use it sparingly and only when you know how the receiving party will feel about it.
* **Tone:** Tone emphasizes your message. It can express delight, sadness, politeness or anger in a voice. People need to hear the appropriate tone to pay attention to your message, especially when you are addressing a large number of people. A lively and versatile tone sounds more expressive and will grab the interest of your audience to focus on your message. You can only make your point clear when you have your audience's attention.
* **Appearance:** Through appearance, you create a positive or negative first impression on others. The way you present yourself shows your interest, aesthetic taste and self-discipline habits. Therefore, you need to dress appropriately and look appealing when going for an interview. A well-groomed appearance can increase your chances of landing a job.
* **Space:** Maintaining space during conversations is polite, but the distance you stand

Answer 3

**Oral Communication** is the oldest means of communication, which is most commonly used as a medium for the exchange of information. It involves gathering or disseminating information through spoken words. For example: online or offline presententation, face to face meeting.

**Written Communication**, on the other hand, is a formal means of communication, wherein message is carefully drafted and formulated in written form. It is kept as a source of reference or legal record. written communication as the communication is a time consuming one.

The various channels of written communication are letters, e-mails, journals, magazines, newspapers, text messages, reports, etc.

Answer 4

1. A communication barrier is anything that comes in the way of receiving and understanding messages that one sends to another to convey his ideas, thoughts, or any other kind of information. These various barriers of communication block or interfere with the message that someone is trying to send.

some of the common barriers to effective communication.

**Using Jargon**:If one uses unfamiliar terms or over-complicated technical terms, it could not be understood well.

**Lack of Attention or Interest**:If the message is irrelevant to the receiver or there are distractions around (like others speaking at the same time) then the message might not be communicated properly.

**Perception Difference:**If two people see things differently  then their viewpoints might come in the way of deciphering the message correctly.

**PhysicalDisabilities:**If the receiver has hearing problems, or the speaker has speech disabilities, then communication will not be effective. It will distort the message.

**Emotional Barriers:**Sensitive topics make it difficult for the speaker or the receiver to engage properly in the communication exchange. It could also be that some people are not comfortable expressing themselves; hence their words might not reflect the true meaning of what they want to convey. Topics that may be taboo or off-limits for some people are politics, religion, mental or physical disabilities, racism, sexuality, and any other unpopular options.The

**Difference in Culture**:Social interactions have different norms in different cultures. For example, the idea of space exists in some cultures and social settings but not in the same form in others. These cultural differences could prevent effective communication.

**Physical Barriers to Communication**:A face-to-face communication has a lot of parts to the communication than just the words. Facial expressions, body language, gestures, etc. are also involved in the whole communication process. If you can’t see the person, then some messages might get lost. Text messages, phone calls, etc. are some of the technological ways of communicating which lack the effect of a personal meeting.

**Language Difference:**The difference in dialects of different regions or unfamiliar accents can make it difficult to understand the message sent.

**Prejudices:**Most people have preconceived notions about many things; hence they hear only what they want to listen to, not what is being said. These false assumptions and stereotyping lead to barriers in communication.

1. 7 C’s of communication.

**Clear:** The message should be clear and easily understandable to the recipient. The message should emphasize on a single goal at a time and shall not cover several ideas in a single sentence.

**Correct:** The message should be correct, i.e. a correct language should be used, and the sender must ensure that there is no grammatical and spelling mistakes.

**Complete:** The message should be complete, i.e. it must include all the relevant information as required by the intended audience

**Concrete:**The communication should be concrete, which means the message should be clear and particularly such that no room for misinterpretation is left

**Concise:** The message should be precise and to the point. The sender should avoid the lengthy sentences and try to convey the subject matter in the least possible words.

**Consideration:**The sender must take into consideration the receiver’s opinions, knowledge, mindset, background, etc. in order to have an effective communication.

**Courteous:** It implies that the sender must take into consideration both the feelings and viewpoints of the receiver such that the message is positive and focused at the audience.

1. The importance of body language is that it assists us in understanding and decoding what the person is saying. Body language also helps interpret other peoples’ moods and emotions.

Apart from this, it enhances our conscious understanding of people’s reactions to what we say and how we say it.

Smiling while conversing with others gives an overt sign of your approachability and trustworthiness. Similarly, touching someone on the arm or hand during the conversation and giving a firm handshake before and after creates a positive impression. Lowering your voice to an even pitch, maintaining eye contact with the people you are communicating with and gesticulating in a controlled manner with your hands while carrying out a conversation are a few other indicators of **confidence**. Listening attentively to the other person by turning your head and upper body towards the person is another powerful **body language** cue. Therefore, for effective communication, body language plays a really important role.

1. Below are a few examples of the benefits of having strong communication skills:

### Problem Identification and Definition

Engineers must have a clear understanding of job tasks and requirements.

### Goal Setting

Engineering design involves participation from many people; this means that engineers need to communicate clearly about complex subjects and technical plans.

### Research

Engineers need to know what has succeeded or failed in previous projects. By engaging other teams, engineers can learn from past mistakes to identify potential pitfalls and apply lessons learned to help ensure future projects’ success.

### Development

Engineers must communicate with a variety of parties, including managers, coworkers, and clients. For example, brainstorming is an essential part of the development stage.

### Writing Reports

Engineers produce reports to convey technical information and findings, provide details about processes and objectives, and describe design choices and products.

### Public Speaking

Hiring managers seeking [engineering leadership](https://spectrum.ieee.org/the-institute/ieee-member-news/why-communications-skills-are-critical-to-engineers) candidates look for the ability to clearly present objectives, data, conclusions, and recommendations.

### Listening

Equal in importance to oral and written communication skills is the ability to listen. This skill is essential for engineers to understand problems and issues clearly.

1. Verbal communication:

Verbal communication is the use of words to share information with other people. It can therefore include both spoken and written communication. However, many people use the term to describe only spoken communication. The verbal element of communication is all about the words that you choose, and how they are heard and interpreted. Clarity of speech, remaining calm and focused, being polite and following some basic rules of etiquette will all aid the process of verbal communication.

Answer 5

The Importance of Feedback: 7 Benefits

##### **Feedback keeps everyone on track.**

##### **Feedback helps your team avoid major mistakes.**

##### **You form better relationships.**

##### **Constructive feedback motivates people.**

##### **Feedback promotes personal and professional growth.**

Feedback is about listening actively, taking the time to analyze, and then thinking of the best possible solution to perform better. It provides positive criticism and allows to see what everyone can change to improve their focus and results. It brings people together and creates a healthy communication flow.

##### **Feedback helps to create a friendly work environment.**

##### **Feedback produces some business-related, direct benefits.**

Answer 8

Communication is the method of exchanging information from one person to another. It is the name given to the way of interacting with our message of thoughts and feelings. It can be verbal or non-verbal. The method of interacting can be speech or oral, written, graphical and even signs, signals, and behaviour.

Generally, there are four types of communication that helps to convey our messages.

#### 1. Verbal Communication

Verbal communication is interacting through speaking. It is the most popular way of communication that we regularly use in the form of talking. People use verbal communication through their voice, gesture and body language.

For example, speech, conversation, talking on the phone, voicemail, or giving an announcement.

#### 2. Non-Verbal Communication

Non-verbal communication is the process of interacting without speaking or making noise. Essentially, you have to use:

* Body language,
* Gestures,
* Facial expressions,
* Eye contact,
* Haptics (touch),
* Appearance,
* Artefacts.

For example, using sign language is a form of non-verbal communication.

A part of our everyday communication is non-verbal along with verbal communication. For example, we wave at our friends, smile at someone we know when we pass them and give a nod of appreciation to someone. Moreover, our expressions change with our moods. Like a happy face, angry face or crying face also sends everyone around you a message.

#### 3. Written communication

A form of communication that is done with the aid of written words is written communication. It is a way of conveying our thoughts and feelings with the help word written or typed. We usually use written communication when sending letters, emails chatting on digital platforms, reports, articles or memos, etc.

#### 4. Visual Communication

The use of visual elements to communicate ideas and information is visual communication. A few examples of visual communication are:

* Signs,
* Typography,
* Drawing,
* Maps,
* Colour,
* Graphic design,
* Illustration,
* Industrial design,
* Advertising,
* Animation

Visual communication also includes icons and emoticons. Each icon and sign have a meaning. When these icons are displayed somewhere, they inform the user of their meaning and application.

Answer 7

**to overcome these barriers of communication**.

1. **Eliminating differences in perception:** The organization should ensure that it is recruiting right individuals on the job. It’s the responsibility of the interviewer to ensure that the interviewee has command over the written and spoken language.
2. **Use of Simple Language:** Use of simple and clear words should be emphasized. Use of ambiguous words and jargons should be avoided.
3. **Reduction and elimination of noise levels:** Noise is the main communication barrier which must be overcome on priority basis. It is essential to identify the source of noise and then eliminate that source.
4. **Active Listening:** Listen attentively and carefully. There is a difference between “listening” and “hearing”. Active listening means hearing with proper understanding of the message that is heard
5. **Emotional State:** During communication one should make effective use of body language. He/she should not show their emotions while communication as the receiver might misinterpret the message being delivered. For example, if the conveyer of the message is in a bad mood then the receiver might think that the information being delivered is not good.
6. **Simple Organizational Structure:** The organizational structure should not be complex. The number of hierarchical levels should be optimum. There should be a ideal span of control within the organization. Simpler the organizational structure, more effective will be the communication.
7. **Avoid Information Overload:** The managers should know how to prioritize their work. They should not overload themselves with the work. They should spend quality time with their subordinates and should listen to their problems and feedbacks actively.
8. **Give Constructive Feedback:** Avoid giving negative feedback. The contents of the feedback might be negative, but it should be delivered constructively. Constructive feedback will lead to effective communication between the superior and subordinate.
9. **Proper Media Selection:** The managers should properly select the medium of communication. Simple messages should be conveyed orally, like: face to face interaction or meetings. Use of written means of communication should be encouraged for delivering complex messages. For significant messages reminders can be given by using written means of communication such as : Memos, Notices etc.
10. **Flexibility in meeting the targets:** For effective communication in an organization the managers should ensure that the individuals are meeting their targets timely without skipping the formal channels of communication. There should not be much pressure on employees to meet their targets.

Answer 10

**VERBAL COMMUNICATION** NONVERBAL COMMUNICATION

Medium of communication

Verbal communication uses language, words, sentences, and voice as the medium of communication.

Nonverbal communication uses body language, facial expressions, tone, and pauses in speech as the medium of communication.

Channels of communication

Verbal communication uses a single channel of communication, the human voice, which speaks a single word at a time.

Nonverbal communication uses multiple channels of communication including your entire body, facial expressions, and [tone of voice](https://harappa.education/harappa-diaries/tone-of-voice-types-and-examples-in-communication).

Examples of communication

Verbal communication can take place over a phone call, in a face-to-face conversation, over loudspeakers, through audio recordings, and so on.

Nonverbal communication can only occur when all the parties in the conversation can see each other. This helps them properly understand what they are communicating nonverbally.

Mode of communication

Verbal communication is linear and voluntary. You set out to say something, gather your thoughts, form your sentences, and then start delivering your message. It is a well-thought-out process in which the speaker focuses on communicating their message effectively.

Nonverbal communication is a continuous process. It is not well-thought-out and is largely involuntary, although you can train yourself to use it more purposefully. Unlike verbal communication, nonverbal communication is not linear. It depends more on how one uses their body language and other cues to respond to external stimuli.

Consciousness in communication

Verbal communication is a conscious process. It involves thinking, processing, and articulating.

Nonverbal communication happens on an unconscious level. One doesn’t really think about it actively

Decoding the communication

Verbal communication is fairly easy to decode if you understand the language and the words being used. When you pay close attention to the person who is speaking, you will understand what they are saying.

Nonverbal communication is a little harder to decode than verbal communication. You have to pay attention to many factors including the speaker’s body language, facial expressions, and tone to decode what the other person is trying to convey.