

Answer to the question no – 01

Communication Process that Abir Hossain should have been followed during the interview

Firstly, since Abir Hossain faced his first job interview and has been researching to nail the interview for almost two months, he should have been aware of his interview dress code. Because of his dress, he became very nervous during the interview, and the interviewer had a misconception about him. Secondly, he should have been aware of his physical and social contexts in the communication process. The physical context includes the location, the environmental conditions like temperature, lighting and noise level, the distance between communicators, and the time of day. Each of these factors can affect communication. For instance, the meaning shared in a conversation may be affected by whether it is held in a crowded company cafeteria, an elegant candlelit restaurant, over the telephone, or on the Internet. The social context is the nature of the relationship between the participants. Whether communication occurs among family members, friends, acquaintances, work associates, or strangers influences what and how messages are formed, shared, and interpreted. For instance, most people change how they interact when talking with their parents or siblings compared to how they interact when talking with their friends. Thirdly, Abir Hossain could relax and follow the basic communication process through critical methods. The basic communication process describes how meanings are shared and help to communicate effectively. In the process, the people's minds are meanings, thoughts, and feelings that they intend to share. These thoughts and feelings are created and shaped by the people's values, culture, environment, experiences, occupation, sex, interests, knowledge, and attitudes. To communicate a message, the sender encodes thoughts and feelings into messages sent using one or more channels. The receiver decodes or interprets the symbols to understand the speaker's meaning. This decoding process is affected by the receiver's total field of experience, that is, by all the same factors that shape the encoding process. Lastly, Abir Hossain should not behave like a lunatic. He should have calmed down and listened to what the interviewers had to say. He should have been aware of the feedback process. Feedback is the reactions and responses that indicate whether and how that was heard, seen, and interpreted to the sender. It can be expressed verbally through words or nonverbally through body language in face-to-face communication. Therefore, Abir Hossain should have been followed the above communication process during the interview.

Answer to the question no – 02 (Q1)

No, I do not think so. The way Mrs. Rahman handled the situation was not good. Firstly, knowing her mother's behavior previously, Mrs. Rahman should not have argued with her aging mother like that. She could explain to her mother in a cold head, as the driver did.

Answer to the question no – 02 (Q2)

In my view, the driver's response is significant here. He should be very straightforward to Dr. Sabera about her words. When Dr. Sabera insisted the driver not get on the flyover but instead take the road below, the driver should have been told directly that the below road caused struggle

through the rough road and fought through heavy traffic. He knew about that below the road and mentioned it when Dr. Sabera and Mrs. Rahman argued. If he had directly told that before, Dr. Sabera and Mrs. Rahman didn't argue.

Answer to the question no – 02 (Q3)

If I were in Mrs. Rahman's shoes, I would have been very manageable and straightforward in that situation. Firstly, when I planned to distribute the food amongst the villagers, I told Dr. Sabera how much time I needed to distribute the food. It would not have bothered both Dr. Sabera and the driver. Secondly, if I felt embarrassed with Dr. Sabera's bombardment of personal queries and curiosity, I might be very polite about that matter and was concerned about her behavior. Lastly, I advised the driver about the road before he took the below road, which prevented the arguing issue with Dr. Sabera. Therefore, I did the above steps to manage those situations.