

## Ch-1 Communication Skills-I (PART-A)

### Q1. What is communication?

**Ans.** Sharing of information from one person to other by speaking, writing, signals or by any other means is called communication.

### Q2. Explain 7C's of Effective Communication.

**Ans.**

Clear	Concise	Concrete	Correct	Coherent	Complete	Courteous
Be clear about what you want to say	Use simple words and say only what is needed	Use exact words and phrases	Use correct spellings, language and grammar	Your words should make sense and should be related to the main topic	Your message should have all the needed information	Be respectful, friendly and honest

Figure 1.3: 7Cs of Effective Communication

### Q.3 Explain Verbal Communication and its Advantages and Disadvantages.

**Ans.** In Verbal Communication words are used to communicate. This is the most common type of communication. As in this type, words are used so it is very important to use appropriate word otherwise it will cause confusion.

#### Advantages of verbal communication

It is very easy and quick as you can exchange ideas by saying words.

#### Disadvantages of verbal communication

Since it depends on words then it is very important to use correct words so that other person can understand easily.

### Q.4 Explain Non-Verbal Communication

**Ans.** Non-verbal communication refers to gestures, facial expressions, tone of voice, eye contact (or lack thereof), body language, posture, and other ways people can communicate without using language.

### Q5. Explain 3Ps of Public Speaking.

**Ans. Prepare:** First of all be prepared for what you are going to speak.

**Practice:** Practice in front of a mirror helps to overcome the fear of the audience

**Perform:** Perform in front of people. Take a long breath. This will help you when you are nervous.

### Q6. Write down the seven factors affecting perspectives in communication.

**Ans.** Seven factors affecting perspectives in communication are:

1. Language
2. Visual Perception
3. Feelings
4. Environment

5. **Personal Factor**
6. **Culture**
7. **Prejudice**

**Q.7 Explain Communication Process (Cycle) or Elements of Communication.**

**Ans. Sender:** the person who is starting the communication

**Message:** the information that the sender wants to send

**Encoding:** The way the sender wants the message to be looked like.

**Channel:** From which medium the message travels.

**Receiver:** the person who receives the message

**Decoding:** What the receiver understands

**Feedback:** the receiver's response to the message

**Q8. Why are communication skills required?**

**Ans.** "Communication is the sharing of information, facts, ideas, opinions or emotions between two or more individuals".

**Communication skills are required to:**

- **Inform:** Sharing of facts and information with others.
- **Influence:** Counselling, negotiating or simply talking to someone to help reduce the stress can make a change in other person's outlook.
- **Express Feelings:** Talking and expressing your feelings is considered a healthy way to interact with family and friends.

**Q9. What is visual communication?**

**Ans.** Visual communication involves sending and understanding messages only through images or pictures. The main advantage of this type of communication is that you don't need to know any particular language for understanding it.