

**A. Choose the correct option**

**Q1 1. Which of the following is the person who transmits the message?**

**Ans:-** (b) sender

**Q2 You need to apply for leave at work. Which method of communication will you use?**

**Ans:-** (a) email

**Q3 The \_\_\_\_\_ of meaningful information is conveyed back to the sender to complete the communication cycle**

**Ans:-** (c) feedback

**Q4 Which of the following is NOT an element of communication within the communication process cycle?**

**Ans:-** (d) time

**Q5 Which of the following allows you to communicate your message clearly and easily to a your audience?**

**Ans:-** (a) good writing skills

**Q6 Which of the following skills is essential for working in an organisation?**

**Ans:-** (c) good communication

**Q7 Which of the following are effective components of good feedback?**

**Ans:-** (c) specific

**Q8 Which of these are examples of positive feedback?**

**Ans:-** (a) good work

**Q9 Which of the following is an interpersonal barrier**

**Ans:-** (d) all of these

**Q10 Do not form \_\_\_\_\_ on culture, religion or geography.**

**Ans:-** (d) assumptions

**Q11 \_\_\_\_\_ is a word that shows a relationship between a noun and a pronoun in a sentence.**

**Ans:-** (a) preposition

**Q12 Which is a word used to modify or describe a noun or pronoun?**

**Ans:-** (d) adjective

**B. Fill up the blanks**

1. Pronoun is a word that replaces a noun.
2. A sentence that shows an excitement or a strong feeling ends with an exclamation mark
3. Encoding is the process of converting the idea into a language which a receiver can understand.
4. A smile and a nod are the examples of non-verbal communication.
5. In visual communication, person interacts through visual aids.
6. A communication cycle is incomplete and irrelevant without feedback
7. A preposition is a word placed before a noun or pronoun to form a phrase modifying another word in the sentence.
8. The response of the receiver can be verbal and non-verbal
9. The message should be designed with no spelling or grammatical mistakes.
10. A right form of response is important for giving genuine or authentic feedback to the sender.
11. Not understanding the customs or traditions of a speaker could mean there is a cultural barrier.
12. Courteous means respectful and friendly in communication.
13. Speaking disability is an example of Language barrier
14. The message intended to be delivered through communication should be clear and in true
15. Communication is a two-way process where a **sender** sends a message and the receiver responds to it by sending a feedback.

**C. State whether these statements are true or false.**

1. Maintaining an Eye contact is a positive facial expression. - True

2. 7% communication is done using words. - True
3. Offering continuous support is not required in feedback. - True
4. Avoid unnecessary words to express effectively with maximum efficiency. - True
5. Clear and Specific are effective components of good feedback. - True
6. Development of Interpersonal Skills is required for effective communication. - False
7. Do not hand shake, bow or namaste before you begin with the conversation. - False
8. Feedback is not important for communication cycle. - False
9. The action in a passive sentence is received by the subject. - True
10. Poor self-esteem or social anxiety creates communication barrier. - True
11. Organisational barriers lead to inadequate flow of information amongst employees. - True
12. Clarity of idea is not important before communication. - False
13. Respecting cultural differences is not important in effective communication. - False
14. One needs to be an active listener for effective communication. - True

**A. Short type questions -**

1. What do you understand by verbal communication? Give examples where it is more effective.

**Ans** - Verbal communication is the most popular form of communication where the transmission of messages occurs with the usage of words that can be in oral spoken or written form. It includes sounds, words, and speech. It is often used during presentations, video or tele conferences, informal or formal telephone calls, discussions, lectures, public speaking, meetings, etc.

Examples where it is more effective are: Conversation between teacher and parent during parent-teacher meeting, a student writing a leave application to the principal, an interview of a candidate with a panel of people, etc.

2. Explain any three skills for mastering verbal communication.

**Ans - Three skills of mastering verbal communication are:**

- i. Maintain eye contact, stand straight and be attentive. Proper body language will bind the interest of the receivers and the information will be delivered with great impact.
- ii. Be authentic in your communication. People are often attracted to someone who speaks from the heart and is genuine, transparent and real.
- iii. Be a good listener and give your ear to your audience to know their viewpoint, as that will help you carry your conversation in a required direction.

**3. What is feedback? Give proper examples.**

**Ans -** Feedback is a response of the receiver with respect to the message received from the sender.

For example, in a class after the explanation of a chapter is done by the teacher, she can take the feedback by asking questions like "Do you understand?" or "Do you have any doubts?"

**4. Differentiate between negative and positive feedback.**

**Ans -** Positive feedback focuses on the sender's strengths, achievements or successes. It also takes care of the areas of improvement and creates a positive attitude for the sender.

For example: "Nice work done by you". "You were really good on stage but if you work more on your voice modulation, then you can do wonders".

- Negative feedback it highlights the weaknesses and problems of the information that the sender has conveyed to the receiver. It should be genuine or true to bring a positive change in the process of communication.

**For example:** "You did not submit your assignment". "You wrote your answers very badly".

**5. What is a Cultural barrier?**

**Ans -** As mindset of people of different cultures are different, so is their language, signs and symbols. This causes a barrier to communication.

**6. What is the purpose of an active sentence?**

**Ans -** In an active sentence the action is performed by the subject. It is a strong and direct way of expressing a sentence.

**7. What is the use of articles in a sentence?**

**Ans -** Article is a word that describes the noun. It is used before a noun to show whether it is specific or not.

**8. What is the difference between direct and indirect objects?**

**Ans - Direct Objects:** Direct objects come after a verb and are directly 'acted on' by the verb. It answers the question "what?" or "who?".

For example: She sang on Annual day. Peter doesn't like Maths.

**Indirect Objects:** Indirect object is the recipient of the direct object. It answers the question “to whom?”, “for whom?”.

For example: She made a cake for her mother’s birthday. He wrote a letter to his friend.

**9. Why Parts of speech play an important role in English language?**

**Ans** - Parts of speech are crucial in English because they form the building blocks of grammar, enabling clear and precise communication, and helping to understand sentence structure and meaning. They categorize words based on their function in a sentence, influencing how they relate to other words and contribute to the overall meaning.

**10. Differentiate between a noun and a pronoun.**

**Ans** - Noun is a word to name a person, place, thing or an idea.

**For example:** Goa is a beautiful place. My pen is broken.

**Pronoun** is a word that replaces a noun. They are used to avoid the repetition of nouns so that the sentences are smoother and effective.

**For example:** Words are: I, she, her, you, himself, some, we, you, each, who, which, that, mine, yours, his, her.

**Pronoun in a Sentence:** She likes to play in the sand on the seashore. How can you drive yourself with an injured hand?

**B. Long answer type questions.**

**1. Communication skills are very important for any business. Explain any two elements of a communication process.**

**Ans** - Communication is the key to the Directing function of management. A manager may be highly qualified and skilled but if he does not possess good communication skills, all his ability becomes irrelevant.

**For Example** - A manager must communicate his directions effectively to the subordinates to get the work done from them properly.

**Sender:** Sender is a person or entity who starts the communication process. He will convey a message with the purpose of passing meaningful information/ideas to others involved in the communication cycle.

**Message:** It is the information which the sender wishes to convey to the receiver. It is the subject with the actual content of the whole process of communication.

**2. Write down the common communication barriers you may come across when you move to a new school in a new country.**

**Ans** - Physical Barrier, Linguistic Barrier, Interpersonal Barrier, Organisational Barrier, Cultural Barrier.

**3. Explain any three principles of effective communication.**

**Ans** - Three principles of effective communication are:

- **Principle of Clarity in Ideas:** The sender should be clear as to what needs to be conveyed through the process of communication. The message should be clear and precise in an understandable form.
- **Principle of Appropriate Language:** The language of the message should be simple. There should be no hidden meaning. Avoid using inappropriate and symbolic words that may lead to miscommunication.
- **Principle of Attention:** The message should be designed in such a way that the receiver is not forced to pay extra attention. The content of the message should be made keeping in mind the interest of the receiver.

**4. Explain the steps followed in the process of giving feedback**

**Ans** - The process of giving a feedback should follow the given steps:

1. The message should be clear, and interpreted properly by the receiver.
2. If the message is not clear, then clarify from the sender by asking questions.
3. Always refers to the original form of message to understand it clearly.
4. Convey the response in the form of feedback to the sender.

**5. What are organisational barriers? Give two examples.**

**Ans** - Organisational barrier is a formal communication protocol is always followed when communication takes place between senior and his subordinate. In such situations, a subordinate employee will always have a fear, anxiety and withdrawal in communication.

**Two examples of organizational barriers are hierarchical structures and poor communication channels.**

**Hierarchical Structures:** A rigid hierarchy can lead to a gap in communication between different levels of employees, hindering the flow of information and collaboration.

**Poor Communication Channels:** This can lead to misunderstandings, delays, and a lack of clarity about goals and objectives

**6. You want to appear confident and enthusiastic about your topic. Describe how you would use three different types of non-verbal communication to achieve this goal.**

**Ans** - (HomeWork)

**7. Differentiate between (Give examples also):**

**a. Encoding and Decoding a message**

**b. Verbal and Non-Verbal Communication**

**Ans - A. • Encoding:** It is the process of converting the message into a form which only the intended receiver can understand by converting the actual message into symbols, words, actions, diagrams.

- **Decoding:** It is the interpretation of the message delivered by the sender.

**B. Verbal communication** is the most popular form of communication where the transmission of messages occurs with the usage of words that can be in oral spoken or written form. It includes sounds, words, and speech. It is often used during presentations, video or tele conferences, informal or formal telephone calls, discussions, lectures, public speaking, meetings, etc.

• **Non-verbal communication** is defined as communication through physical and physiological cues without using spoken or written words. The information is transmitted using body language, touch, facial expressions, symbols, signals, etc. Most of our communication with the people around us throughout the day is non-verbal and most of the time we are not aware of it. It is helpful when trying to understand others' thoughts and feelings.

**8. Give two advantages and disadvantages of:**

**a. Verbal communication**

**b. Non-Verbal communication**

**c. Visual communication**

**Ans - a. Advantages of Verbal Communication:**

- Clear and precise message is delivered to the receiver, so there are less chances of discrepancy in the delivered message.
- The information conveyed can be saved for future use by recording the verbal or written communication.

**Disadvantages of Verbal Communication:**

- Language has different dialects or speech tone that lead to difficulty for the receiver to understand the message conveyed by the sender.
- Lengthy messages (written or oral) are difficult to comprehend, is unsuitable and boring especially in a crowd.

**b. Advantages of Non-Verbal Communication:**

- It is useful and easy method of communication where no common language is required to master.
- It is a fast method of communication as gestures have more impact than words.

**Disadvantages of Non-Verbal Communication:**

- Since it uses gestures, facial expressions, eye contact, touch, sign, sound etc. for communication, there are chances of misinterpretation of the message required to be delivered.
- Different cultures use different ways of non-verbal communication. The difference in message can lead to negativity and offense. For example, people who speak less and are less interactive are considered cold and arrogant. However, the Japanese admire silence and consider it as a key to success.

**c. Advantages of Visual Communication:**

- It enhances the other forms of communication for better understanding of the information conveyed.
- There is no prerequisite of learning a specific language and can be used by people in different geographical areas with different cultures.

**Disadvantages of Visual Communication:**

- It is an expensive medium of communication as it requires the additional cost and time for designing and printing pamphlets, posters, pictures etc.
- It is a time-consuming process as designing and decorating takes more time than writing or conveying orally.

**9. What are the three parts of the sentence? Explain with examples.**

**Ans** - Parts of a Sentence: A sentence is made up of:

- Subject: A subject is a noun that refers to a person, place or thing.
- Verb: It is the action done by the subject.
- Object: It is a person, place or thing that receives an action and gets affected.

**For example:** He drove a brand new car. **Subject:** He **Verb:** drove **Object:** new car.

My mother cooks wonderful food. **Subject:** My mother **Verb:** cooks **Object:** wonderful food.

**10. What is a paragraph? What are the rules for writing a paragraph?**

**Ans** - A paragraph is a collection of relevant sentences with a common theme. It begins with an introduction of a theme, followed by sentences describing a theme and ends with a statement supporting a common idea.

**Rules for writing a paragraph:**

- It begins on a new line.
- The first line has an indentation.
- It focuses on a main theme.