

Assignment-Sheet  
EPP- I, 2020-21 GLA U, Mathura  
Module-1, Communication Skill

**Answer the following questions in your own words.**

Q1. Discuss the barriers to communication which may affect ideation and decoding process in communication.

Ans :- 1. **Intrapersonal Barrier**

We interpret the information according to our understanding and perspective.

Intrapersonal barriers result from an individual's attitude and habits.

The most common reasons for such barriers are:

1. **Wrong assumption** ex – 1. When a doctor tells his patient that he has to take some medicine only 'SOS' he is creating a barrier in their **communication**. Here the doctor has made a **wrong assumption** about his patient's level of knowledge.
2. My friend writes a letter to me that he is coming by such train to Delhi. He presumes that I will receive him at the station and invites him to stay at my home while I assume that he will stay at his relative house.

2. **Varied perception** ex- Let I and my friend are very close to each other and I am very biased with him. I perceive my friend's argument as correct and hence may not be able to appreciate his or her opponent's point of view.

2. **Interpersonal Barriers** - The inappropriate transactions of words between two or more people result in interpersonal barriers. The obvious reasons for such barriers are:

1. **Linguistic limitation** – ex - While two people may technically speak the same **language**, dialectal differences can make **communication** between them difficult. ... **Language**
2. **Incompatibility (clash) of verbal and non-verbal message**

3. **Organizational Barriers**

Organizational barrier is not confined to an individual or two people, it exists in the whole organization.

Organizational barriers can be categorized as follows:

1. **Too many transfer stations** ex – when a teacher asks a student to convey a message to another student then the other student didn't contact directly to that student; he contacted the warden to tell him then the warden told that student that the student reaches to the faculty.

2. **Fear of superiors** - To avoid speaking directly to their **boss**, some employees may either shun all **communication** with their **superiors** or they may present all the information that they have.

Q2. What is the difference between Intrapersonal and Interpersonal levels of communication?

Ans :- **In interpersonal communication, there's always more than one person. It doesn't matter if the communication happens online, over the phone, or in an email. ... This is in**

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contrast to intrapersonal communication which is only done within one's own mind with one's own thoughts, feelings, and ideas.

Q3. Discuss three steps which you would like to take up to make your communication effective, and justify it.

Ans :- **Maintain eye contact.**-By looking the other person in the eye, you are proving that you're interested in what they're saying.

**2. Don't finish other people's sentences** - I used to do this a lot thinking I was helpfully finishing people's sentences for them. Wrong.

**3. Never talk over people** - This demonstrates a real lack of respect.

Q4. Define the communication process.

Ans. The communication process refers to a series of actions or steps taken in order to successfully communicate. It involves several components such as the sender of the communication, the actual message being sent, the encoding of the message, the receiver and the decoding of the message

Q5. A man gets back to his home and his pet welcomes him wagging its tail. Elaborate the level of communication.

Ans :- **Extrapersonal Communication** because in this communication is between the human beings and animals.

Q6. How can one overcome the barriers caused by 'wrong assumption' and 'varied perception'?

Ans:- **For Wrong assumption we use to listen everything and try to analyse all things and for varied perception we have to understand the thoughts of a person and step back and take a wider.**

Q7. Why is 'Diagonal Flow of Communication' being promoted in the corporate sector nowadays?

Ans. Diagonal communication is cross-functional communication between employees at different levels of the organization . because nowadays we all want to Build relationships between senior-level and lower-level employees from different parts of the organization.

Q8. How do good managers make use of Grapevine Communication?

**Defenation: Grapevine is an informal communication network, that can permeate an organization.**

Ans :-**Informal Channels** transmit official news through unofficial and informal communicative interactions.

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2.The management can use grapevine communication to supplement the formal channels of communication

Q9. What do you understand by 'Incongruity of verbal and non-verbal communication'?  
Suggest the ways to overcome it.

**Ans . Incongruity of verbal and non verbal communication means that Incompability of verbal and non verbal communication because verbal and non verbal should be used with each other in communication so that it can become effective.**

**Ways to overcome it are –**

**Cooperation between the sender and the receiver**

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- **Selection of an appropriate channel**
- **Correct encoding and decoding of the message**

**Explain the following terms with reference to communication barrier and support your answer with at least one example:**

Q10. Linguistic limitation-----

**Ans:-A language barrier** is a figurative phrase used primarily to refer to linguistic barriers to communication, i.e. the difficulties in communication experienced by people or groups originally speaking different languages, or even dialects in some cases ex. While two people may technically speak the same **language**, dialectal differences can make **communication** between them difficult. ... **Language** .

Q11. Categorical thinking -----

**CATEGORICAL THINKING** People who feels that they know everything about a particular subject, and therefore refuse to accept any further information on that topic. Such people often face problems when the work related to topic is actually to be carried out

Q12. Cultural variation -----

Cultural diversity makes communication difficult as the mindset of people of different cultures are different, the language, signs and symbols are also different ex . in some **cultures** eye contact is important whereas in some it is rude and disrespectful.

Q13. Too many transfer stations

**Ans:-Having too many transfer stations** is always a deterrent to effective communication and should be avoided. Usually messages get distorted in huge organizations with several

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layers of communication channels. Transfer stations do serve the purpose but too many of them must be avoided because of poor listening, lack of concentration, communication selectivity etc.

Q14. Negative tendencies

Ans:-a **negative** answer. 2 lacking positive or affirmative qualities, such as enthusiasm, interest, or optimism. 3 showing or tending towards opposition or resistance.

Ex:-a glass half filled with water a positive thinking man said that it is half filled and a **negative** thinking man said it is half empty.

**Identify the communication barrier that describes each of the following:**

Q15. When Mr Sharma interacts with his friends, he disagrees with most of them and sticks to his own beliefs.

Ans: **Cultural variations because he believe in himself not in others.**

Q16. Rohit does not like to debate with others as he thinks that he knows what other persons intend to communicate.

Ans:-**Catigorical thinking intrapersonal barrier**

Q17. Boss: Manoj, "Why haven't you submitted the report within the fortnight"?

Manoj: "Sir, you had asked me to submit it bimonthly".

Ans :- interpersonal different background because the meaning of bimonthly is different in his background from where he belong

Q18. Identify the possible barriers which led to the following situation:

Boss: I called for a meeting with the subordinates. But no one turned up.....nobody listens to me...I should seek transfer from here.

Ans:- . **Fear of superiors**, because hissubordinates are fear from the him so he can not go to the meeting.

Q19. Our emotions influence both encoding and decoding process.

Ans - **Yes, Our emotions influence both encoding and decoding process . because**

**Encoding** is the process of turning thoughts into communication. And **Decoding** is the process of turning communication into thoughts. **If you are emotionally aware, you .will communicate better.**

Q20. Only receiver is accountable for controlling the barriers of communication.

Ans:-No,only receiver is not accountable for controlling the barriers of communication because the barriers of communication is from both side

Q21. Human beings communicate through words only.

Ans :-No, Human beings also communicate with body language. They express some imotion

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Q22. Inappropriate medium of communication hampers the communication.

Ans:- Yes, Inappropriate medium of communication hampers the communication because A wrong **medium** or an **inappropriate medium** chosen for **communicating** a message will act as a barrier to **communication**.

Q23. Upward communication facilitates direction and control.

Ans:-Yes, Upward communication facilitates direction and control. In vertical communication when information flow form bottom to top or form subordinates to superiors then it is called upward communication.

Q24. Communication includes shared understanding.

Ans:-Yes,Communication originates from the Latin word “communicare” which means “to share.”

Q25. Horizontal communication occurs among peer group or colleagues.

Ans:-Yes, horizontal communication occurs among peers or colleagues at same level because in Horizontal communication a person can talk only to the person of same level

Q26. Diagonal channel does not flow in all the directions.

Ans: No, Diagonal channel flow in all the directionbecause In diagonal communication anyone is free to talk different level or department