**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.

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

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

Q4. Define the communication process.

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

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

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

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

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

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

Q10. Linguistic limitation

Q11. Categorical thinking

Q12. Cultural variation

Q13. Too many transfer stations

Q14. Negative tendencies

**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.

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

Q17. Boss: Manoj, “Why haven’t you submitted the report within the fortnight”?

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

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.

Q19. Our emotions influence both encoding and decoding process.

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

Q21. Human beings communicate through words only.

Q22. Inappropriate medium of communication hampers the communication.

Q23. Upward communication facilitates direction and control.

Q24. Communication includes shared understanding.

Q25. Horizontal communication occurs among peer group or colleagues.

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