Important Question and Answers of ETC

UNIT 1

Short question and answers

1. Define technical communication.

   Technical communication is a term that encompasses the strategies used to convey complex information about technical services, products, systems, or processes to targeted audiences. It includes various forms of communication, including specialized information and instructional materials for technical and scientific items, such as computer hardware and software, and manufacturing or research equipment.

2. What is the importance of technical communication?

   Technical communication plays a pivotal role in any set-up, whether it is a business enterprise, an industry as a whole, or an academic institution. All managerial or administrative activities involve communication, be it planning, organizing, recruiting, coordinating, or decision-making.

3. Define format in technical communication.

A technical document has a presentation style that enables readers to assimilate information at a glance. Good writers make the format of the technical document easy to scan.

Technical communication according to requirement can have one of the following formats:

- Reports or documents, e.g. lab report
- Record-keeping forms, e.g. service report
- Instructions, e.g. technical manual
- Correspondence, e.g. letters, memos, emails
- Presentation, e.g. marketing calls, interviews

4. What are the types of technical communication?

    a. **Written communication**: The methods of communication that mainly make use of written communication consist of formal business proposals, press releases, memos, contracts, brochures, handbooks and the like.
    b. **Oral Communication:** The other type of verbal communication includes the spoken word, either over the phone or face-to-face, video conferencing, voice chat or any other medium.

5. What is general communication?
A. General Communication: contains general message

*   It is informal in style and approach
*   It has no set pattern of communication
*   It is mostly oral
*   Not always for a specific audience

6. Define Visual Aids.

    A visual aid is an object or representation that may be used to clarify or enhance understanding of a concept or process. The best way to ensure success in learning is to present information in different formats for different learners.

7. When visual aids are used?
    When Illustrations are very effective when there is a mass of statistics and complex ideas to be represented. Statis-tical data is best explained through tables, graphs, charts, maps, diagrams, or photographs.

8. Why Visual communication has more impact than verbal communication?
    Visual communication has more impact than verbal communication because of the following advantages:
    • Arouses interest and focuses on essentials
    • Leads the reader to quicker comprehension
    • Supports and reinforces words
    • Saves much time and effort in explaining and interpreting complex ideas
    • Explains the data in much lesser space but with greater accuracy

• Simplifies numerical data

9. What are the types of visual aids?

A. The types of Visual Aids
• Posters
• Slide Shows
• Models
• Videos
• Presentation Software
• Transparencies
• Handouts

10. What are the channels of communication?

A. In an organization, communication flows in 4 main directions
    1. Downward
    2. Upward
    3. Horizontal /Lateral
    4. Diagonal
    5. Grapevine Communication

11. Downward Communication:

    Communication --------- a higher level to a lower level.
          OR
    Communication----------- superiors to subordinates.
    Downward communication is used by the managers for the following purposes –
    a. Providing feedback on employees' performance.
    b. Giving job instructions.
    c. Communicating the organizations mission and vision to the employees.

12. Upward Communication: Communication that flows to a higher level in an organization is called upward communication.
        a. It provides feedback on how well the organization is functioning.

b. The subordinates use upward communication to convey their problems and performances to their superiors.
c. Leads to a more committed and loyal workforce in an organization because the employees are given a chance to raise and speak dissatisfaction issues to the higher levels.

13.. Lateral / Horizontal Communication:

Communication --------------- same levels of hierarchy in an organization i.e., communication between peers, between managers at same levels or between any horizontally equivalent organizational member.

The advantages of horizontal communication are as follows:

a. Time saving.
b. Facilitates co-ordination of the task.
c. Facilitates co-operation among team members.
d. Provides emotional and social assistance to the organizational members.

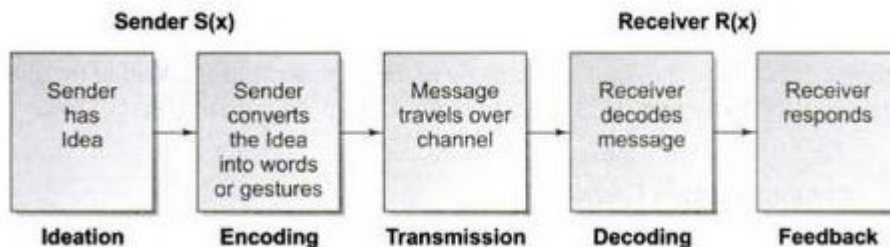14. Diagonal Communication or crosswise communication:

Communication that takes place between a manager and employees of other workgroups is called diagonal communication.
It generally does not appear in organizational chart.
Ex: The accounts people of an organization visiting different employees in various departments for their IT calculation, bonus for workers etc. fall under diagonal communication.

15. Outline the process of communication.
Ans.

Sender S(x)			Receiver R(x)	
Sender has Idea	Sender converts the Idea into words or gestures	Message travels over channel	Receiver decodes message	Receiver responds
Ideation	Encoding	Transmission	Decoding	Feedback

The communication process includes five main stages:
1. Ideation: Sender has an idea,
2. Encoding: sender encodes the idea in a message using familiar language.
3. Transmission: Message travels over the channel
4. Decoding: the receiver decodes the message.
5. Response /feedback: It is the result or output of the communication process received from the receiver's side. The success of communication depends on the positive or congruent feedback.

16. List out some barriers to communication, suggest measures to overcome them.
 A: The common barriers of communication are:

    1. Semantic Barriers.
    2. Psychological Barriers.
    3. Organisational Barriers.
    4. Personal Barriers.

16. What are the measures to overcome these barriers?
    Ans:
    1. Clarify the ideas before communication.
    2. Communicate according to needs of receiver.
    3. Ensure proper feedback.
    4. Be a good listener.

17. What are the formal channels of communication in an organization?
    Ans
    Formal communication channels are officially sanctioned channels or paths for flow of communication. In other words, are the designated channels for exchange of messages (including personal instructions, interviews, training programs, letters, memoranda and annual reports) among the various positions in the organization.
    There are usually four communication channels in an organization:

    1. Downward
    2. Upward
    3. Horizontal

4. Diagonal.

18. What is Style?

 A technical communications writing style is being concise, precise, direct, and well organized it prioritizes or aids the efficient transfer of information, it has specific structures or lists of required elements, organised in a specific way.

Long question and Answers

 1. Characteristics of Technical Writing

 a. Technical writing deals with a subject matter.

 b. Technical writing is characterized by formal elements such as scientific and technical vocabulary.

 c. Technical writing utilizes writing styles e.g. Description, cause and effect, classification, illustration, partition, comparison and contrast.

 d. Technical writing presents and explains a subject matter in a clear, accurate, and concise manner. It maintains an attitude of impartiality and objectivity and by the absence of any attempt to arouse emotions.

2. STYLE

Simple and unambiguous language

1. Technical style is non-literary and scientific.
2. It is recognized by simple, clear, straightforward, and fact-based expression.
3. Literary style reflects the individuality of the writer. In scientific writing, this is not possible as there is a standard format that has to be followed.
4. Writers style (language, organization, and layout) the document depending on the audience, purpose, and format.
5. A technical document can contain many technical terms which may be jargon

for others. In that case, the writer includes definition and explanation for the difficult terms.

6. The people who read technical documents also prefer that the writer gets straight to the point and uses the words that are functional, exact, and clear.

7. Short paragraphs are preferred, with each paragraph focusing only on one idea. They also prefer clearly demarcated headings, subheading with numbered graphics, tables and examples that illustrate the details of the subject.

3. Explain how general writing differs from technical writing.

Ans. Differences between Technical Writing and General Writing :

Technical writing is a piece of writing which focuses on factual and straight forward technical content. Its purpose is to inform, instruct and educate a specific audience about a specific topic. General writing refers to any piece of writing which focuses on general subjects of writing and intended for general audience for a general purpose (amusement or entertainment).		
S.No.	TECHNICAL WRITING	GENERAL WRITING
01.	Technical writing focuses on factual and straight forward content.	General writing focuses on general subjects of writing.
02	Technical writing aims to impart information, instructions and explanations.	General writing aims at amusement.
03.	Technical writing is based on objective tone.	General writing is based on subjective tone or personal

		style.
04.	It follows standard structured format.	It follows artistic unstructured format.
05.	It is usually based on a formal way of writing.	It may be formal or informal way of writing.
06.	In technical writing specialized vocabulary is required.	In General writing evocative vocabulary is required.
07.	Technical writing has its specific set of audience or readers.	General writing has no specific set of audience or readers.
08.	Technical writing is related to any specific area or domain.	General domain is related to any life in general.
09.	It focuses on more technical words specific to the area.	It focuses on more common words suitable to the general topic.
10.	For example writing any articles on GeeksforGeeks related to computer science field comes under technical writing.	For example writing any prose or story which will be published in a local magazine comes under general writing.

4. Differentiate between downward and upward communication flows in an organization.

Ans. The main points of difference between upward communication and

downward communication have been listed below:

1. **UPWARD COMMUNICATION** VS **DOWNWARD COMMUNICATION**

Meaning

Sending message from employee to superior	Sending message from superior to employee

Objective

To make complaints, objections, new ideas, feedback	To give order, instructions, notices, new responsibilities

Nature of communication

Non-directive	Directive

Application and environment

Found in participative and democratic environment	Found in authoritarian and autocratic environment

Frequency of occurrence

Does not happen frequently	Happens frequently to keep organizational functions smooth

Initiative	
Lower level employees	Top level management
Method used	
Reports, open door policy, meeting, suggestion system, complaint box, counseling etc.	Brochures, circulars, bulletins, telephone, orders, memos, etc.

Communication is a critical component of every organisation since it affects employee performance and attitudes toward the company. In order to function successfully, both top management and employees require precise knowledge about their organization's policies, working conditions, and services supplied, among other things. Upward communication determines the success of descending communication. It evaluates the effectiveness of top-level management's plans, programmes, and strategies based on the responses of individuals working at lower levels of the company.

UNIT 2

Short Question and Answers

1. What are solicited letters? Give two examples

Job seekers create job application letters, also called cover letters, to send to prospective employers in an attempt to get an interview. If a job is advertised, announced and available, the aspiring candidate sends a solicited application letter. The main difference between a solicited application letter and an unsolicited one is whether a company receiving the letter announced a job opening or not. If a company announced an opening, the letter is considered solicited because it was requested. However, if a company had not asked for applications, the letter is considered unsolicited. Examples of solicited letters are: job application letters and recommendation letters.

2. What is the significance of RFQ in a business proposal?

A request for quotation (RFQ), also known as an invitation for bid (IFB), is a process in which a firm invites qualified suppliers and contractors to submit price quotes and bids for the opportunity to complete specific tasks or projects. Businesses that want a continuous supply of a particular number of standard products should use the RFQ method. RFQs can be sent before or after a request for proposal (RFP).

3. What is the importance of IOM?
It is known as an "inter office memorandum", it is used primarily as a tool for communicating within the organization. It is a condensed or a brief report that can be used to convey information and decisions, or to make short requests to co-workers, superiors and subordinates. It is relatively informal in style, compared to letters and long reports, it is concise.

4. What are the formats of business letters?

A. There are four basic business letter formats.They are Full block, semi block, modified block and hanging indention style. Each one of the formats have specific style with regard to alignment, spacing, margins and position of the basic elements of a letter in the layout.

6. What is the significance of RFQ in a business proposal?

   A request for quotation (RFQ), also known as an invitation for bid (IFB), is a process in which a firm invites qualified suppliers and contractors to submit price quotes and bids for the opportunity to complete specific tasks or projects. Businesses that want a continuous supply of a particular number of standard products should use the RFQ method. RFQs can be sent before or after a request for proposal (RFP).

7. A memo is a document typically used for communication within organization. Memos can be as formal as a business letter and to present a report.

8. Differences between memo and letters

   Memos and letters are the two most common types of business communication.
   Memos resemble letters in that they Communicate information and are commonly Used in the world of business writing.
   However, memos differ from letters in several important ways.

9. Uses of memo
   • To give information to some one
   • To issue an instruction
   • To request for help
   • To give suggestions

10. **General Parts of a Business Letter**
    Heading (sender's address and date)
    Inside Address (recipient's address)
    Salutation (greeting)
    Body (paragraphs)
    Complimentary Close
    Signature Line (with or without title)
    Enclosure (optional)

11. Email stands for electronic mail. It is the easiest and the cheapest way of communication. It is used in formal, semi-formal as well as in an informal way of expression or writing

12. What is an Email?

Text-based mail sent via the computer from one person to person
It waits for you.
It is One to many and almost free.

13. **Four Types of Email**

1. **No-Reply Email** –You want to tell the receiver something, either a compliment or information. No reply is necessary.

2. **Inquiry Email** - You need something from the receiver in a reply. Example: advice, or questions answered. The reply is your desired outcome.

3. **Open-Ended Email** – to keep communication lines open, for the purpose of some future result or benefit.

4. **Action Email** – The goal is not the reply, but some action on the part of the receiver. Examples: a sales pitch, or asking for a website link exchange.

14. Define a proposal.

A document that is systematic, factual, and persuasive description offers a solution to a problem or a course of action in response to a need. The act of offering or suggesting.

1. Something for acceptance, adoption, or performance

2. Proposed a plan or scheme.

3. An offer or suggestion.

A proposal is a document that requests support-usually money- for work a proposer wants to do. what makes a proposal is that it asks the audience to approve, fund, or grant permission to do the proposed project.

15. Types of proposals:

Internal: Written to someone within an organization.
Ex: The Chairman of a company asks the personnel manager to develop a training program for new recruits.

External proposals: Written from one separate, independent organization or individual to another such identity
Ex: An independent consultant can propose to do a project for another firm

Solicited Proposal: If a proposal is solicited, the recipient of the proposal in some way requested the proposal. Solicited proposals are written inresponse to published requirements.

Unsolicited Proposals: Those in which the recipient has not requested proposals. With unsolicited proposals, you sometimes must convince the recipient and mostly marketing brochures.

Long question and answers

1.Email etiquettes

In an email, email etiquette refers to the use of suitable language, standards, and decorum. Formal language and careful respect to appropriate syntax and spelling are frequently required in business communications. Using proper email etiquette demonstrates to the email recipient that you respect your relationship with them, your professionalism, and your ability to represent the organization for which you work.

Email etiquette examples
Review this list of excellent email etiquette examples to see how to structure your own professional emails:
- Maintain a professional tone.
- Employ a clear subject line.
- Use punctuation.
- Practice correct grammar.
- Include a salutation.
- Conclude with a signature.
- Check the recipient's name.
- Use sentence case.
- Include acceptable fonts.
- Include hyperlinks.
- Note any attachments.
- Use an out-of-office reply.
- Explain yourself.
- Keep the information public.
- Proofread your message.

16. **Elaborate on the different segments of a memo**.

It is known as an **"inter office memorandum"**, it is used primarily as a tool for communicating within the organization. It is a condensed or a brief report that can be used to convey information and decisions, or to make short requests to co-workers, superiors and subordinates. It is relatively informal in style and concise compared to letters and long reports. A good memo organizes the information to be conveyed both for the reader's convenience and ease of understanding and to achieve the writer's purpose in the most effective way.

Parts of a memo:

Heading (Reader's name, job title, from, date, subject)

Opening (informs readers the context of the issue, the suggested task, and the purpose of the memo)

Summary (the main body of the memo is to write a summary section).

Discussion paragraph(s) (provide all the details, facts, statistics, information that support the purpose)

Attachments (additional information that the reader might require for further understanding of the event, issue, or problem you've described).

17. Discuss E-Mail etiquette

A. Briefly introduce yourself- . Don't "e-mail angry- Use exclamation points sparingly- Be careful with confidential information- Respond in a timely fashion- Refrain from sending one-liners- Avoid using shortcuts to real words, emoticons, jargon, or slang- Be clear in your subject line. - Don't get mistaken for Spam- Your subject line must match the message- No more than two attachments- and provide a logical name- Send or copy others only on a need to know basis- Keep it short and get to the point- Use a professional email address.- Include a clear, direct subject line.- Use professional salutations- Reply to your emails- Proofread every message- Keep your fonts classic- Don't use higher case.

 b. Email from the instructor to students

A.The email should have: Heading-Date-Receiver-sender-subject-Main body-Signature.The content has to be appropriate

18. Letter of enquiry for a car loan

Ans
The letter must contain : The Heading or Letterhead - Date: - Reference - The Inside Address - Subject - Greeting - Body Paragraphs - Opening Part - identify yourself- Main Part - explain why you are writing and how you will use the requested information-Concluding Part - List the specific information you need-Complimentary Close - Signature and Writer's Identification .

19. Write tips for writing an effective E-mail.

Email messages must be kept brief- exercise caution in terms of the tone used- Always take care with regard to tone, style, grammar, and spelling of a mail may have on the recipient- Answer swiftly- Do not overuse reply all- Use templates for frequently used responses- Use proper structure and layout- Identify yourself and the topic- Be concise and to the point- Use proper spelling, grammar, and punctuation- Do not write in CAPITALS- Avoid long sentences- Use active instead of passive voice- Keep your language gender-neutral- Maintain coherence- Do not use email to discuss confidential matters- Do not reply to spam.

UNIT 3

1. What is a report?

A report is a statement of the results of an investigation or of any matter on which definite information is required.
Reports are a highly structured form of writing often following conventions that have been laid down to produce a common format. Structure and convention in written reports stress the process by which the information was gathered as much as the information itself.

2. What is a Progress report?

A. It is a written document that explains how much progress is being made on something that has previously been planned, example the staff in an organisation write monthly progress reports to keep the management informed. It serves the

function of reassuring the recipients of the progress that is made in a project and its completion by the expected date. It gets everyone on the same page, It facilitates collaboration, It improves transparency and accountability by providing a formal trail, It improves project evaluation and review by providing the recipients with a brief overview of some of the findings of the strengths or setbacks of a project, It provides insights for future planning.

3. How does a feasibility differ from a progress report?

A. A Feasibility report tells whether it is worth undertaking a particular project or not, it is a document that assesses potential solutions to the business problems or opportunity, and determines which of these are viable for further analysis.It examines a proposed solution and evaluates whether it is possible, given certain constraints. Whereas, a progress report is a document that explains in detail how far the work has progressed towards the completion of a project. It outlines the activities that have been carried out, the tasks that have been completed, and the milestone.

4. What are acknowledgements?

A. Should acknowledge any help you have received in collecting the information for the report. This may be from librarians, technicians or computer centre staff, for example.

5. Define abstract in a report.

A. This should be a short paragraph summarizing the main contents of the report. It should include a short statement of the main task. The abstract or summary should be concise, informative and independent of the report.

6. Define appendices in a report.

A. An appendix contains additional information related to the report but which is not essential to the main findings. This can be consulted if the reader wishes but the report should not depend on this. You could include details of interview questions, statistical data, a glossary of terms, or other information which may be useful for the reader.

Long question and answers

1. What is evaluation report? Explain with example.

A. An evaluation report is a document which reports the results, findings, interpretations, conclusions, or recommendations derived through an evaluation. An evaluation report primarily gives an executive summary of the points covered by the evaluation. It also presents an overview of the evaluation process.(The example should have discussion on these aspects atleast five of them considered for the award of marks in an order) Title or headerExecutive summary- Table of contents- Introductory remarks- Scope- Resources and methodsSummary- Recommendations- References.

b**. Report on Fantasy Garments setting up a new branch.**

A. The answer to the question must be structured as a project report and its organisation could have the following components such as:

- Introduction
- Objective of the project
- proposed project detaislayout,
- machinery
- project area
- project cost / budget allocation
- key performance indicators
- beneficiaries- project components
- manpower requirements
- environmental and social aspects.

2. Explain the elements of a report.

Title page

This should include the title of the report (which should give a precise indication of the subject matter), the author's name, module, course and the date.

Acknowledgements

You should acknowledge any help you have received in collecting the information for the report. This may be from librarians, technicians or computer centre staff, for example.

Contents : You should list all the main sections of the report in sequence with the page numbers they begin on. If there are charts, diagrams or tables included in your report, these should be listed separately under a title such as 'List of Illustrations' together with the page numbers on which they appear.

Abstract or summary

This should be a short paragraph summarizing the main contents of the report. It should include a short statement of the main task. The abstract or summary should be concise, informative and independent of the report.

Write this section **after** you have written the report.

Introduction

This should give the context and scope of the report and should include your terms of reference. State your objectives clearly, define the limits of the report, outline the method of enquiry, give a brief general background to the subject of the report and indicate the proposed development.

Methodology

In this section you should state how you carried out your enquiry. What form did your enquiry take ? Did you carry out interviews or questionnaires, how did you collect your data ? What measurements did you make ? How did you choose the subjects for your interviews ? Present this information logically and concisely.

Results or findings

Present your findings in as simple a way as possible. The more complicated the information looks, the more difficult it will be to interpret. There are a number of ways in which results can be presented. Here are a few :

- Tables

- Graphs

- Pie charts

Discussion

This is the section where you can analyse and interpret your results drawing from the information which you have collected, explaining its significance. Identify

important issues and suggest explanations for your findings. Outline any problems encountered and try and present a balanced view.

Conclusion and recommendations

This is the section of the report which draws together the main issues. It should be expressed clearly and should not present any new information. You may wish to list your recommendations in separate section or include them with the conclusion.

References

It is important that you give precise details of all the work by other authors which has been referred to within the report. Details should include :

- author's name and initials
- date of publication
- title of the book, paper or journal
- publisher
- place of publication
- page numbers
- details of the journal volume in which the article has appeared.

References should be listed in alphabetical order of the authors' names.

Make sure that your references are accurate and comprehensive.

Appendices

An appendix contains additional information related to the report but which is not essential to the main findings. This can be consulted if the reader wishes but the report should not depend on this. You could include details of interview questions, statistical data, a glossary of terms, or other information which may be useful for the reader.

UNIT-4

Short Question and Answers

1. What is a User manual?

A. A User manual is a type of manual that focuses on different kinds of users-administrators, maintenance personnel, beginners, managers, or students. It educates people about a product and its features, it teaches the users on how to use

these features effectively. The User Manual contains all the essential information for the user to make full use of the information system. This manual includes a description of the system functions and capabilities, contingencies and alternate modes of operation, and step-by-step procedures for system access and use. It is a Comprehensive and step-by-step guide to a particular topic for both beginners and practitioners that also serves as a reference book.

OR

A user manual is a technical communication document intended to give assistance to people on how to use a product. A good user manual assists users on how to use a product safely, healthily and effectively.

2. Mention the types of manuals.

 A. There are four types of manuals a) Product Manual it is a manual that instructs users on how to use the product.b) User Manual it focuses on different kinds of users- administrators, maintenance personnel, beginners, managers, or students who are likely to use a product, it aids their use of the product. c) Operations Manual it is a manual for operations of a company or business. It has a set of standards and procedures for operations, work standards, and policies of the company. d) Instruction manual it is a manual that instructs users on how to use the product.

3. What are other names of a user guide:

Other names, or other forms of a user manual:

- User guide

- Technical documentation

- Instruction manual

- Operational manual

- Training manual

- Quick Start Guide

- Installation manual

- Maintenance manual

- Software manual

3. Define an operations manual.

A well-written operations manual should cover all aspects of the business as well as various situations that may arise in the workplace and how to deal with them.

Long Question and Answers

1. What is a manual? Explain the different types of manuals.

A. A manual is a concise reference handbook dealing with a particular rprocess, procedure, operations, mechanism, job instruction, etc. book giving instructions or information- Manuals are written to provide guidance for people new to an organization or specific work activity-

The three types of manuals

Product manuals - Its sole purpose is to ensure the proper use of the product sold

User Manual is intended to give assistance to people using a particular system

Operations Manual - is a manual that describes how the company does its business and all the legal issues that the company needs to worry about (the answer should be an elaboration of these points).

2. Write a set of guidelines about the specific features and usage of a mobile phone.

A. The answer should have the following elements:

- Description
- Specifications

- Features
- installation
- warning
- operation-maintenance
- troubleshoot- remedies.

UNIT 5

1. What is information transfer?

A. Presenting huge data to audience/reader is sometimes cannot be avoided.

In such kind of situation large data can be presented clearly and meaningfully with the aid of non-verbal items like maps, charts tables and graphs. Converting data into diagrammatic representation requires different set of skills.

2. What are the two modes of information transfer?

A. The two modes of information transfer are

1. Receptive mode:

Input- Text, talk, video, etc.

Output : Diagram, chart, table,etc

2. Productive mode:

Input : diagram, chart, table, etc

Output : text

3. What are the different kinds of graphic representation?

A. The different kinds of graphic representation are:

- Maps and plans
- Tables
- Graphs
- Tree diagrams

- Pictograms
- Flow charts

4. Define a presentation.

A. A presentation is a means of communication which can be adapted to various speaking situations, such as talking, briefing a team, addressing a meeting etc.

5. What are the four principles of an effective presentation?

A. The four Ps of a presentation are:

- Plan
- Prepare
- Practice
- Present

20. Explain the structure of a presentation?

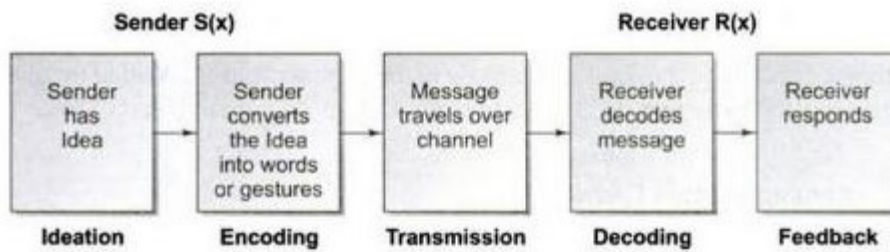   a. The structure of a presentation:

- Objective
- Beginning
- Body
- Summary, conclusion and recommendations
- Questions

5. Write any two aspects of presentation.

A. Oral presentations typically involve three important steps: 1) planning, 2) practicing, and 3) presenting. Establishing your objectives, planning and organizing your material, and using appropriate visual aids are the essential ingredients. The use of visual aids, coupled with good public speaking skills, work hand-inhand to create effective presentations. In each aspect of effective presentations, however, much emphasis is given to visual aids which are essential to successful presentations. Visual aids help you reach your objectives by providing emphasis to whatever is being said. Clear pictures multiply the audience's level of understanding of the material presented, and they should be used to reinforce your message, clarify points, and create excitement.

6. Draw a flowchart showing the Process of Communication.

Ans.

A. The communication process includes five main elements— Sender- has an idea, Encodes-sender encodes the idea in a message, Transmission-Message travels over channel, Decodes-receiver decodes the message, Response- in the form of feedback travels to the sender . The success of communication lies in positive feedbac

Long Question and Answers

1. Write any two aspects of presentation.

A. Oral presentations typically involve four important steps:

- planning,
- preparing
- practicing, and
- presenting

Establishing your objectives, planning and organizing your material, and using appropriate visual aids are the essential ingredients. The use of visual aids, coupled with good public speaking skills, work hand-inhand to create effective presentations. In each aspect of effective presentations, however, much emphasis is given to visual aids which are essential to successful presentations. Visual aids help you reach your objectives by providing emphasis to whatever is being said. Clear pictures multiply the audience's level of understanding of the material presented, and they should be used to reinforce your message, clarify points, and create excitement.

2. Write about the different aspects of oral presentations.

A. Oral presentations typically involve three important steps: planning -practicing, - presenting oral presentation. Four features decide the quality of the presentation- You need to consider and perfect the preparation-delivery-audience and visuals .The speaker is capable of controlling each of these four features to ensure the message is received satisfactorily.(answer should have step wise details and description)

3. Information transfer bar chart to verbal.

A. The given bar graph shows data of the educational qualifications for three consecutive years 2017, 2016 and 2015, the number of students who studied Ph.D is the highest in the year 2017----- As is observed from the given data,--- -- According to the graph-------

4. How do you use pie charts? Explain with an example.

A. A pie chart compares parts to a whole. As such, it shows a percentage distribution-The pie represents the total data set, and each segment of the pie is a particular category within the whole. To use a pie chart, the data you are measuring must depict a ratio or percentage relationship. Each segment must be calculated using the same unit of measurement, or the numbers will be meaningless.To transfer the information from pie chart, prepare the paragraph with the help of following points :trend of the graph--comparison between two line graphs-the highest / lowest point reached by the line graph-max. / min. area covered in the given pie chart-comparison between different portions of pie chart-conclusions if any.When you draw pie chart reperesenting the given information, the pie chart need not be upto the scale. But the layout and presentation should be neat and clear- Be careful not to use too many segments in your pie chart. More than six and it gets far too crowded.- you want to emphasize one of the segments, you can detach it a little from the main pie.- For all their obvious usefulness, pie charts do have limitations. For example, the layout can mask the relative sizes and importance of the percentages.

5. Draw a flow chart on preparation of your favourite dish.

A. Since a flowchart is simply a graphical representation of steps- steps should be in a sequential order- presenting the flow- workflow or processes- the steps as boxes of various kinds, and their order by connecting them with arrows.-symbols of ovals for start-box for operation etc.