

Unit 1: Communication Skills

Assesment (Question and Answer)

1. What do you mean by the term Communication? List the features of effective communication.

Answer:- Communication is a process to give to and receive information from others. Interacting with others while exchanging information is called Communication.

The features of effective communication are:

- Effective communication is clear, complete and based on right facts.
- In written form, communication is be concise and to-the-point.
- Good communication develops relationships, promotes confidence and creates goodwill.
- Effective communication leads to desired output and achievements.
- Effective communication establishes responsibility and accountability.
- It provides right kind of persuasion, guidance and consultation.

2. You need to prepare for a classroom presentation of 10 minutes. How will you ensure effective communication while presenting?

Answer:- Following points will ensure effective communication during presentation:

1. The purpose and objectives of presentation should be mentioned clearly.
2. The language of explanation should be simple and correct.
3. Explanation should cover right facts, clearly and in crisp manner.
4. The voice, expressions and gestures should reflect confidence.
5. There should be some time spared for audience to have their queries cleared.

3. Describe any 2 communication barriers.

Answer:- 1. Barriers to effective listening: We jump to conclusions. Mind gets lost in thoughts while listening. Our emotional state, our capacity of patience, our temperament, likes and dislikes are common barriers in effective listening. Sincere and attentive listening is required for receiving and decoding of the message successfully.

2. Barriers related to the personality traits of the communicators: We sometimes exhibit following behavioural or personal traits which act as barriers to effective communication:

- Behaviour due to age difference, attitude, gender, cultural and social differences etc.
- Proficiency of the sender and the receiver in the language they are using to communicate.
- Ailments, disappointments, personal grudges and hidden intentions.

4. You are conversing with your friend about something important in a roadside open café in a crowded market. Your friend has to rush to receive his mother from the airport also. What are the communication barriers in this scenario? How these could have been taken care of?

Answer:- This is an example of situational barrier. Noise and other distractions are there. Friend is also in rush to airport. These barriers could have been avoided by fixing a prior appointment with the friend and deciding a quiet place to converse.

5. Briefly explain the terms Coding and Decoding taking a simple example.

Answer:- Coding or encoding means how the message has been communicated by the sender. If the manner of the message is rude or offensive or if the message is not clear or incomplete then message is not encoded correctly.

For example:

Authoritative message - I want the report on my table first thing in the morning without any excuses.

Normal message – Please manage to get the report tomorrow for sure so that things are not delayed further.

Decoding means how the message has been interpreted by the receiver.

Authoritative message - I want the report on my table first thing in the morning without any excuses. – here, receiver feels offended and pinned down. He is demotivated to prepare the report and may not do it by inventing a genuine looking excuse.

Normal message – Please manage to get the report tomorrow for sure so that things are not delayed further. – here, message is levelled. It respects the receiver and prompts him to prepare the report.

6. Describe communication cycle with a simple example.

Answer:- Communication Cycle involves following elements.

Sender: Your article needs too many corrections and modifications before we send it to print. [Here message is not encoded effectively]

Receiver: I spent whole night, cutting on my sleep preparing this article. [Here, receiver has not taken the critique positively. He responds by giving an excuse. (Feedback)]

Sender: We really appreciate your effort in getting that article ready in such a short time but there are certain parts of it we need you to look at and revise before we get it into print. [Message is re-encoded in a better form after feedback from the receiver]

Receiver: Okay, let me know which parts and I shall redo it. [Receiver has decoded the message as desired since it was encoded well after the feedback]

7. How is oral communication different from written communication?

Answer:-

ORAL COMMUNICATION

1. It is fastest and easiest hence more effective.
2. Sender and receiver are present in person.
3. Suitable for formal and informal modes of conversation.
4. Creates lesser misinterpretation.
5. Cannot be used as evidence.
6. Cannot be referred to later on.

WRITTEN COMMUNICATION

1. Time taking and more effort is required.
2. Sender and receiver need not be present in person.
3. Mostly suitable for formal communication.
4. Written messages have no emotions and body language involved hence it can be misinterpreted.
5. Can be used as evidence of conversation.
6. Can be referred to later.

8. List the advantages of written communication.**Answer:-**

- There is advantage of time for choosing suitable vocabulary and tone of the message. Message can be reviewed before sending.
- It has legal acceptance in most of the cases.
- Longer messages can be created.
- Can be referred to later.
- Written messages can be duplicated and distributed.
- Effective written messages help building good relations.
- With written messages comes responsibility.

9. List any 4 body language features that influence our communication.

Answer:- Voice, gestures, posture, facial expressions.

10. Explain briefly how verbal and non-verbal communication occur using Audio-visual aids.

Answer:- Any verbal or non-verbal communication that involves vision and auditory capability is called audio-visual communication. For example, telephonic conversation involves hearing while video conferencing involves both sense of sight and vision.

Such communication is supported by technology. Telephone equipment, smart phone, Internet, visual displays, speakers, microphones, communication channel, presentation software, models, visual aids, video and audio player software etc. constitute AV communication.

11. You have to make a presentation on your achievements in school to a global audience including students of other cities over video conferencing. How will you take care of your effective communication?

Answer:- Following points will ensure effective communication during presentation:

1. Prepare well and rehearse if possible.
2. Body language should be positive.
3. State the objectives of the presentation first.
4. The language of explanation should be simple and correct.

5. Explanation should cover right facts, clearly and in crisp manner.
6. The voice, expressions and gestures should reflect confidence.
7. There should be some time spared for audience to have their queries cleared.

12. What are the disadvantages of non-verbal communication?

Answer:- Disadvantages of Non-verbal Communication

- Sometimes non-verbal communication becomes vague hence misinterpreted.
- It cannot be stopped.
- It occurs too fast and simultaneously hence difficult to interpret.
- It has cultural and regional differences.

13. Explain the importance of gestures and eye contact while you speak to someone in person.

Answer:- Gestures: Gestures make the major part of our body language. Gestures that occur in the control of our subconscious mind convey our state of mind like Movement of hands, fingers, legs. Gestures made consciously are pointing with finger, nodding, waving, envisaging using hands. **Eye contact:** The way we make eye contact tells a lot about us. Right kind of eye contact reflects confidence and sincerity. Eye contact could be gentle, steady, formal for a few seconds, sweeping, stare or gaze.

14. How does our attitude determine the effectiveness of our communication?

Answer:- Our attitude builds our behaviour and response to a message. Our positive attitude helps us in relating others easily and on good terms. This makes the base of effective and positive communication while our negative attitude builds a hostile environment. We cannot relate with others positively which leads to ineffective communication. A positive attitude means the person is cheerful, open, optimistic, confident and orderly while negative attitude means stubborn, hopeless, bad intent and lack of enthusiasm.

15. Describe any two factors that influence our perspective in communication.

Answer:- Visual Perspective: We judge and make decisions on visual perspective like how someone looks and dresses up. Who the person is? How important or unimportant he or she is? etc. In accordance to this visual impression we decide to develop relationship with the person and communicate with him or her.

Perspective of language: Words have different meanings depending on the context. A good listener catches the meaning and intent. Language and figures of speech give different meanings to the message. Synonyms and idioms change our perspective. We should understand the message in its context.

16. What care should we take while we meet and talk to a person for the first time?

Answer:- First we should ensure that the environment and surroundings are suitable to communicate. Our perspective helps us understand people and situations. Our perspective determines how we encode a message as a sender and how we decode it as a receiver. While communicating with others we should use the simple and suitable language, we should not judge the person through some preconceived notions, our attitude should be positive, and we should not carry any prejudice based on our past experiences. We should also show emotional intelligence.

17. Ravi met a few people in a party and was mixing up well with those wearing expensive clothing and fair complexion. Which factors are influencing Ravi's perspective towards the people?

Answer:- Visual perspective.

18. How do our past experiences shape our communication perspective? Cite an example.

Answer:- Our personal experiences help us develop perspective. If I have a disappointing experience with a service company, I shall avoid using the service of that company in future. Any positive experience helps us meet and relate with people positively.

19. How is a phrase different from a sentence? Give 2 examples.

Answer:- A set of words that indicates some object or action but does not make complete sense is called a phrase while a group of words that makes complete sense is called a sentence.

For example:

Phrase: a beautiful frock Sentence: She is wearing a beautiful frock.

Phrase: is eating Sentence: Raj is eating a mango.

20. Giving 2 example each, explain Noun, Adjective, Verb and Adverb.

Answer:- Noun is name of a person, place, thing, event, animal or idea. For example, *Suman goes to school. I am reading a book.*

Verb is any action or state of being. Like, *Suman goes to school. I am reading a book.* Adjective describes a noun or pronoun. E.g. *I am reading an old book. He is wearing a red cap.*

Adverb describes a verb, another adverb or adjective. E.g. *He walked down the hill quickly. He looked at her angrily.*

21. What is preposition? Give 4 examples of preposition.

Answer:- Preposition shows the relationship of one noun, pronoun or noun phrase with other. For example, the dog is sitting *under* the table. There are two birds *in* the bush. I kept the pen *on* the table. There is a mango *among* the apples.

22. How does articles differ in usage for consonants and vowels? Explain with 2 examples.

Answer:- Article 'an' is used before vowel sounds and 'a' is used before a consonant sound.

For example:- He eats an apple daily. Butterfly is an insect.

They bought a book. I saw an aeroplane.

23. Cite 4 examples where article 'The' should not be used.

Answer:- Gold is an expensive metal.

Both Ravi and Raj went on a picnic today.

I like to eat fruits once a week.

I selected some fresh fruits from the basket.

24. What are the basic rules of good paragraph writing?**Answer:-**

1. The topic on which the paragraph needs to be written should be clear.
2. A paragraph should begin with the topic sentence.
3. Major part of paragraph should include the sentences which elaborate on the topic more.
4. Paragraph should end properly with a closing sentence or conclusion.

25. What do you mean by interjection and conjunction? Explain with 2 examples each.

Answer:- Interjection reflects strong emotions, followed by exclamation sign (!). Like, Oh!, Hey!, Wow!, Alas! Etc.

E.g. Hey! Where have you been so long? Wow! This idea of picnic sounds great.

Conjunction connects two words, phrases or sentences. Like: so, but, and, or, therefore etc.

E.g. I would have loved to come for the party, *but* I have my exam tomorrow.

He was down with fever, *so* he didn't come to the school yesterday.

26. Write a paragraph to describe a train journey you took last.

Answer:- On our summer vacations, we planned to catch a late evening train to reach Lucknow overnight. On the day of journey, it was raining heavily. We took a taxi to the railway station. As we reached near the railway station, we got stuck in a thick traffic jam. Afraid of missing our train, we paid to the taxi driver and rushed with our luggage on foot towards the railway station in the heavy rain. Completely drenched in water, when we reached the railway station, found that train was already late by half an hour. We changed our clothes in the wash room in the waiting room. Finally, the train arrived, and we boarded the train. We reached Lucknow the next day early morning welcomed by a bright and pleasant weather.

27. You need to write an essay about your favourite leader. Which basic writing skills would you apply in doing so?

Answer:- An essay includes more than one paragraph. We need to apply follow basic writing skills:

1. Correct usage of grammar.
2. Give brief introduction about the leader, describe his qualities as a great leader, his achievements and failures too. How he learnt from his failures. How he influenced people positively and other important incidents of his life.
3. Keeping the sentences simple and short.
4. End the essay with a brief conclusion.

28. Identify parts of speech in the following paragraph:

Deforestation is when humans remove or clear large areas of forest lands and related ecosystems for non-forest use. These include clearing for farming purposes, ranching and urban use. In these cases, trees are never re-planted. Since the industrial age, about half of world's original forests have been destroyed and millions of animals and living things have been endangered.

Answer:-

NOUN	PRONOUN	VERB	ADJECTIVE	ADVERB	PREPOSITION	CONJUNCTION
Deforestation	These	Remove	Large	Never	In	When
Humans		Clear				Or
Forest lands		Clearing				And
Areas		Is				Since
Ecosystem		Are				
Trees		Replanted				
Animals		Destroyed				
Living things		Endangered				

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