

Unit : 1

Communication Skills

Session 1

SELF ASSESSMENT

A. Multiple Choice Questions

Ans. : 1. (c) 2. (d) 3. (b)

B. Match the columns

Ans : Emotional Barrier : A child is not listening to his to his parents.
 Language Barrier : Talking in Punjabi when others know only English.
 Cultural Barrier : In some cultures, keeping a broom upside down is considered rude and disrespectful.
 Environmental Barrier : You are one among the passengers on bus. Your father has called up. You are trying to listen to what your father is saying on the phone.

C. Answer the following

Ans-1 : The factors that affect the perspectives in communication are

- (a) Language
- (b) Visual perception
- (c) Past Experience
- (d) Prejudice
- (e) Feelings
- (f) Mechanical Barriers
- (g) Personal Factors

Ans-2 : (a) Ambiguous Communication happens when the sender of an information does not make clear sense. e.g. "A good life depends on the liver." In this statement the write has not specified whether liver refers to an organ or a living person.

(b) Clear Communication : It happens when the sender of an information has sent a clear message which is easily understandable e.g.
 "Bring me a glass of water." The instruction is clear in the above sentence that the speaker asks someone for a glass of water.

(c) Complete communication : It happens when the message contains all the information that the user wants to convey. e.g.,
 "The appraisal meeting will be held tomorrow at 10:00 am in conference hall 8."
 The above message makes it clear about the agenda of the meeting, the venue and the time of the meeting.

Session 2

SELF ASSESSMENT

A. Multiple Choice Questions

Ans. : 1. (b) 2. (b) 3. (a)

B. Answer the following

Ans-1 : Oral communication is the process in which messages are communicated between the sender and receiver through spoken words.

Technology has advanced so much that new forms of oral communication continue to develop. Video calls and Video Conferences combine audio and video so that workers in distant locations can both see and speak with each

other. Other modern forms of oral communication include Podcasts (audio clips that you can access on the Internet) and Voiceover Internet Protocol (VoIP), which allow callers to communicate over the Internet and avoid telephone charges. Whatsapp Video Chat and Skype are examples of VoIP.

Ans-2 : Disadvantages Of Verbal Communication

Where there are advantages of verbal communication, there are certain disadvantages too. Some of the disadvantages are as follows :

1. Style of writing or speaking is the soul of any content and matters a lot in verbal communication. Sometimes, people are very good at their work but are unable to express themselves effectively. As a result, they are unable to make a mark. This affects their reputation also.
2. The other disadvantage of verbal communication is the cultural differences between the sender and receiver of the information. For example, one may not understand the colloquial language used by others. Besides, the accent of the speaker may also not be well understood by the listener.
3. Since verbal communication depends on words, sometimes the meaning becomes confusing and difficult to understand if the words used are not appropriate. Thus, it is equally important that the words used are appropriate.

Ans-3 : Communication which involves written or typed words is called written communication. Sometimes written communication is better than oral communication because it can be edited and revised several times before it is sent to ensure the content is most effective, whereas oral communication can be spontaneous and not appropriate at times. Though the oral method is the fastest method to communicate, written communication is ideal as it is the most effective method of communication. It is an excellent way of passing on information. Documents pertaining to rules, regulations and procedures or policy manuals are examples of written communication. Written communication through email, memos or in the form of letters, is used whenever the bosses need to advise or instruct their juniors to carry out particular responsibilities. Written communication can serve as legal documents or manuals.

Ans-4 : Given below are some stress reduction techniques.

(a) Positive Self Talk

Self-talk is one way to deal with stress. We all talk to ourselves; sometimes we talk out loud but usually we limit self-talk to ourselves. Self-talk can be positive ("I will do this" or "Things will work out") or negative ("I'll never do well" or "I'm a fool"). Negative self-talk adds to stress whereas positive self-talk helps you calm down. With practice, you can learn to turn negative thoughts into positive ones.

(b) Relaxing Methods

Just sitting on your favourite chair and watching TV is not relaxation. To relieve stress, relaxation should calm the tension in your mind and body. Some good forms of relaxation are yoga and meditation. Like other skills, relaxation needs practice. Many people join a class to learn and practice relaxation skills.

Deep breathing is a form of relaxation you can learn and practice at home. It's a good skill to practice as you start or end your day. With daily practice, you will soon be able to use this skill whenever you feel tensed.

Ans-5 : Advantages Of Verbal Communication

Verbal communication has an edge over other forms of communication in the following ways :

1. Verbal communication is always easy and fast. One can express what one wants and get a quick reply. It is an easier form of communication because exchange of ideas takes place very fast.
2. In terms of flexibility also, verbal communication is better than any other form of communication as one can discuss different aspects of an issue and make decisions more quickly. The thought process and answers come forth quickly as per the other person's reply.
3. Verbal communication boosts up the morale of the concerned persons and maintains energy and enthusiasm within a team.
4. Written form of verbal communication acts as an everlasting record of an organisation and can prove very useful for future reference. For example, previous orders and decisions can be used as guidelines for future decisions. Previous year's reports are really helpful in formulating new policies and fixing current targets. Content of written communication can be accepted as evidence in case of any legal proceedings.
5. Verbal communication portrays the image of the speaker or the writer. The way a person expresses him/herself through speech or writing gives a fair idea of his/her personal image.

SELF ASSESSMENT**A. Multiple Choice Questions**

Ans. : 1. (d) 2. (b) 3. (d) 4. (b)

B. Put a cross (X) against the actions which you think are incorrect for showing the use of non-verbal communication.

Ans. : 1. (X) 2. (✓) 3. (X) 4. (✓) 5. (X)
6. (X) 7. (✓) 8. (✓) 9. (X) 10. (X)

C. Answer the following

Ans-1 : Another important method of communication is visual communication which involves sending and comprehending messages only through images or pictures. The main benefit of visual communication is that you do not need to know any particular language to understand it. It is simple, easy to understand and remains the same across different places. When we communicate through visuals like charts, pictures, graphs and colours, the message conveyed stays for a long time in the mind of the receiver. Even colours convey different messages.

While driving, the red signal means that the vehicle has to stop. You understand just by looking at the red colour that you will have to stop the vehicle. Nobody asks you to stop the car but still you stop. Green or red colours on eatables also indicate whether the ingredients used are vegetarian or non-vegetarian.

Ans-2 : Importance Of Non-verbal Communication

In our day-to-day life, most communication is done using body movements like facial expressions, hand movements, etc., and voice control like tone of speech, pauses after a sentence or a phrase, etc. No teacher or parent can teach non-verbal communication to a child, it comes naturally. Let's see how it describes itself :

Non-verbal = Non + Verbal

Non = Not (without)

Verbal = Words

Non-verbal communication conveys our message in a better way. Using the right gestures while speaking makes our message more effective. Knowing non-verbal communication helps us understand what others feel about us. Sometimes it is difficult to convey verbal messages due to noise or distance, etc., so use of hand movements helps us to exchange our message.

For example, placing a finger on the lips indicates the need for silence and nodding of the head indicates a 'yes' or 'no'.

Ans-3 : There are three types of non-Verbal Communication :

- (a) Auditory Method
- (b) Body Language Method
- (c) Visual Method

Session 4**SELF ASSESSMENT****A. Multiple Choice Questions**

Ans. : 1. (b) 2. (b) 3. (d) 4. (b)

B. Do as directed

Ans. : 1. Raman 2. Chasing 3. good 4. at 5. her
6. we, buy 7. Work (verb) 8. and 9. kind, wonderful

C. Punctuate the following sentences. Use capital letters where required

Ans-1 : "What is so remarkable about it?" Asked his father.

Ans-2 : "This vase is very beautiful" said Shivani.

Ans-3 : "Where do you live?" Mohan asked the teacher.

Ans-4 : "Come in baby" he said.

Ans-5 : "Dear son, don't be angry with me" said his father.

Ans-6 : “He said” let us forget the past.”

Ans-7 : Mika has passed the B.A. examination and now he is appearing for the M.A. examination.

Ans-8 : We all know the importance of Republic day.

Session 5

SELF ASSESSMENT

A. Multiple Choice Questions

Ans. : 1. (a) 2. (d) 3. (d) 4. (c)

B. State whether these sentences are Assertive (A), Imperative (I), Exclamatory (E) or Interrogative (In).

Ans. : 1. I 2. A 3. E 4. In 5. I
6. In 7. A 8. I 9. E 10. In

C. Answer the following

- Ans-1 :** 1. Assertive : I will reach at your place by 10:00 PM.
2. Interrogative : Did you bring the cake?
3. Exclamatory : Wow! The weather is so beautiful.
4. Imperative : Please pass me the salt.

Note: (This is an open ended question, which can have many probable answers)

- Ans-2 :** My favourite food is Biryani. I love to eat Biryani best I have ever tested. I go there every weekend. Sometimes, my friends also join me for a treat. We always have a lot of fun there.

Note: (This is an open ended question, which can have many probable answers)

- Ans-3 :** Part of speech

- (a) Nouns : Biryani, restaurant
(b) Pronouns : I, we, me
(c) Verbs : eat, tasted, go, join, fun, love
(d) Adjective : best lot of
(e) Articles : a, the

Session 6

SELF ASSESSMENT

A. Multiple Choice Questions

Ans. : 1. (d) 2. (d)

B. Answer the following

- Ans-1 :** Phonetics is the study of the sounds that we make while speaking. Every word is made up of one or more sounds which help us to speak. For example, the word dot is made of three sounds put together : d-o-t.

- Ans-2 :** The three types of sounds in English language are :

Vowels : These are the sounds which are pronounced without any obstruction. English alphabet has five vowels (a,e,i,o and u) but 12 vowel sounds. It means every vowel can be pronounced in 12 different ways.

Diphthongs : It is the combination sound of two vowels. For example, the sound ‘ai’ in the word ‘my’ is a diphthong or a combination of vowels ‘a’ and ‘i’.

Consonants : A consonant sound is a sound that is neither a vowel nor a diphthong sound. For example, when we pronounce “bar”, we use two consonant sounds – ‘b’ and ‘r’.

Session 7

SELF ASSESSMENT

Part-A : Multiple Choice Questions

Ans. : 1. manages 2. takes 3. melts 4. rises 5. laugh
6. live 7. play 8. make 9. listens 10. pays

B. Fill in the blanks

Ans : 1. (c) 2. (b) 3. (a) 4. (b) 5. (b)
6. (a) 7. (a) 8. (c) 9. (a) 10. (c)

C. Fill in the blanks

Ans : 1. (b) 2. (a) 3. (a) 4. (a) 5. (c)
6. (b) 7. (c) 8. (b) 9. (b) 10. (c)

Session 8**SELF ASSESSMENT****A : Fill in the blanks**

Ans-1. : (a) Vikas (b) Batra (c) ten-year old (d) in Delhi (e) dancing and singing
(f) teacher (g) businessman

B : Which of the following statements is true?

Ans-2. : (c)

Session 9**SELF ASSESSMENT****A. Change the following statements into questions using questions words.**

Ans. : 1. Who loves to play the guitar?
2. Why is Nabhit upset?
3. Where do they live?
4. How long did they study the case?
5. How long will it take for her to solve this question?
6. What is she good at?
7. By how many runs did they win the match?
8. How is the teacher's mood today?

Session 10**SELF ASSESSMENT****A. Multiple Choice Questions**

Ans. : 1. (c) 2. (b) 3. (c)

B. Answer the following

Ans-1 : Close - ended questions are questions that can be answered with a 'yes' or a 'no'.

Example : (i) Do you have an AC at home?

(ii) Are you married?

Ans-2 : Open - ended questions can be answered in detail. Moreover, the responses to such questions are not limited to one option only, as it can have many probable answers.

Example : (i) What would you like to eat for lunch?

(ii) What is your plan for this weekend?

C. Tick the correct question from the options given below the statement:

Ans : 1. (i) 2. (i) 3. (ii) 4. (i) 5. (ii)

EXERCISE

Section-A

Multiple Choice Questions

Ans. : 1. (b) 2. (b) 3. (b) 4. (b) 5. (b) 6. (c) 7. (a) 8. (b)
9. (b) 10. (a) 11. (a) 12. (a) 13. (c) 14. (a) 15. (b) 16. (b)

Section-B

Answer the following questions

Ans-1 : Communication is an interchange of thoughts, opinions or information through speech, writing or signs. It stands for sharing of information in common.

Ans-2 : Effective communication is a key to anybody's success. Following are the role/importance of communication :

- 1. Creates Mutual Trust and Confidence :** With the help of effective communication skills, you can convey your beliefs, ideas, views, suggestions and feelings to others. This can help you to make good presentations on any topic and lead your team as a representative of students, e.g., school head boy/girl, captain, prefect, etc.
- 2. Makes Planning Easier :** Any planning requires proper and accurate information, and this is possible when there is an efficient and systematic communication in place. Without communication there won't be any information required to be shared and without accurate information no plan will work. Thus, it is mainly the communication that makes planning easier and feasible.
- 3. Motivates :** Effective communication helps in promoting motivation in a group or team within an organisation by informing and clarifying about the task to be done. For example, if you want to share your ideas for any project, presentation or competition, you can do so with effective communication skills. Motivated team members are always more productive.
- 4. Is a source of Information :** You may be required to present facts or information to someone. For example, communicating the syllabus of a subject to a friend.
- 5. Gives Confidence and Positive Attitude :** Communication also plays a vital role in changing an individual's attitude, which means a well-informed person will be more confident in his attitude than a less-informed person. Newspapers, magazines, journals, meetings and various other forms of oral and written communication help in boosting the confidence of a person.
- 6. Influences :** With effective communication skills, you can influence or change someone else's opinion. For example, negotiating with a shopkeeper to reduce the price of an item or consoling a friend who has failed in an examination.
- 7. Helps in Expressing your Emotions :** Communication helps an individual in expressing his/her feelings. For example, if you want to share a wonderful or strange experience with others, communication helps you to express your emotions in a better way.

Ans-3 : The qualities which are essential for good communication are together called the C's of communication because all of them begin with the letter 'C'. These are :

- | | | | |
|-------------|-------------|--------------|------------|
| 1. Clear | 2. Concise | 3. Concrete | 4. Correct |
| 5. Coherent | 6. Complete | 7. Courteous | |

- 1. Clear :** It means the idea should not only be clear in the mind of the sender but also be easy for the receiver to understand. A message that takes very little time to read and understand, is always appreciated. Clearly written messages avoid misunderstandings and save time. Absolute clarity of ideas adds much to the meaning of the message. As far as possible, simple language and easy sentence construction should be used. For example, every person may not be aware of the terms 'domicile', 'remuneration', 'statement of account' and 'lawyer', but almost everyone knows the meaning of the terms 'home', 'salary', 'invoice' and 'advocate'.
- 2. Concise :** Being concise means keeping to the point or using few words but without losing the main idea. For a businessman, time is money. No one likes to read a long winding message, so concise messages with relevant words and phrases should be used. The message to be communicated should be as brief and concise as possible. Weighty language is definitely impressive, but busy people may not appreciate it.
- 3. Concrete :** Concrete and specific expressions must be used in place of vague and abstract expressions. The facts and figures presented should be specific and correct. Instead of starting with, "There has been a considerable rise in sales", the receiver would understand better if he/she is presented with the factual details like, "There has been a rise of 50% in sales."

4. **Correct** : Effective communication is determined by the correct use of grammar and appropriate words. Adapting the right tone for conveying a message is basic to the success of communication. In case there is any difference between the usage and comprehension of terms, miscommunication can arise. In case the sender decides to back up his communication with facts and figures, there should be accuracy.
5. **Coherent** : Any effective communication requires the words to be related to the main topic. Not only this, they should make sense with respect to what is being conveyed. Professional communication is always comprehensible and logical.
6. **Complete** : A complete message includes whatever information the receiver wants for action to be taken. For example, 'This is a reminder for the meeting that will be held tomorrow' cannot be considered to be a complete message as it doesn't provide complete information like agenda, time, place, etc. It should be like: 'I just wanted to remind all of you about tomorrow's meeting on New Education Policies. The meeting will be at 10 a.m. in the auditorium. For more details, contact Mr. Amit from Adm. Block.'
7. **Courteous** : It expects the speaker to be aware of the listener's feelings. In business communication, we are expected to be polite, friendly and honest as it creates a mutual understanding among businesses to grow and develop and retain goodwill. Courtesy is not only restricted to thank you and please, but it is a sincere and genuine expression that shows how much respect and care we have for others. In the business world, almost everything starts and ends with courtesy. Courtesy wins over others. For example :

Ans-4 : Verbal communication means sharing of information with the help of words - spoken or written.

Ans-5 : The important forms of verbal communication are :

1. Oral communication
2. Written communication

Oral communication

: Oral communication is the process in which messages are communicated between the sender and receiver through spoken words.

Technology has advanced so much that new forms of oral communication continue to develop. Video calls and Video Conferences combine audio and video so that workers in distant locations can both see and speak with each other. Other modern forms of oral communication include Podcasts (audio clips that you can access on the Internet) and Voiceover Internet Protocol (VoIP), which allow callers to communicate over the Internet and avoid telephone charges. Whatsapp Video Chat and Skype are examples of VoIP.

Written communication

: Communication which involves written or typed words is called written communication. Sometimes written communication is better than oral communication because it can be edited and revised several times before it is sent to ensure the content is most effective, whereas oral communication can be spontaneous and not appropriate at times. Though the oral method is the fastest method to communicate, written communication is ideal as it is the most effective method of communication. It is an excellent way of passing on information. Documents pertaining to rules, regulations and procedures or policy manuals are examples of written communication. In addition, written communication through email, memos or in the form of letters, is used whenever the bosses need to advise or instruct their juniors to carry out particular responsibilities. Written communication can serve as legal documents or manuals.

Ans-6 : Public speaking is when you stand before an audience and deliver a speech or you communicate information before a larger audience in a formal or an informal situation.

The 3 P's of public speaking are :

1. Prepare
2. Practice
3. Perform

❖ **Prepare** : Preparation is the most important part of any public communication. The speaker must know the occasion, the audience and content. Knowledge of these three aspects makes a great difference as it can reduce anxiety and help to convey the message better.

❖ **Practice** : Practicing can help a lot to present any information. It gives a sense of control to the speaker, this helps to deliver the message more effectively.

- ❖ **Perform** : Performance depends on the other two factors. If the performance and the practice is done properly the performance automatically increases. One aspect of performance is that it boosts confidence, the more one performs the better he/she becomes.

Ans-7 : When communication occurs without using words, it is known as non-verbal communication for example, when we convey messages to others through expressions, gestures and body postures then it is non-verbal form of communication.

Ans-8 : Non-verbal communication is divided into three types :

1. Auditory Method
2. Body Language Method
3. Visual Method

1. Auditory Method

The method which can be heard is called the auditory method. Sometimes hearing can be done without the use of words; for example, the ringing of a bell, a whistle by the conductor of a bus or the siren of an ambulance. When a bell rings in school, it indicates the start or end of an event or period. Sirens of an ambulance indicate some medical urgency, the siren/ringing of a fire brigade also indicates an urgency, etc.

2. Body Language

It plays an important role in oral communication. Roland Barthes defines, "I can do everything with my language but not with my body. What I hide by my language, my body utters. I can deliberately mould my message, not my voice. By my voice, whatever it says, the other will recognise that something is wrong with me. I am a liar, not an actor. My body is a stubborn child, my language is a very civilised adult."

3. Visual Method

Another important method of communication is visual communication which involves sending and comprehending messages only through images or pictures. The main benefit of visual communication is that you do not need to know any particular language to understand it. It is simple, easy to understand and remains the same across different places. While driving, the red signal means that the vehicle has to stop. You understand just by looking at the red colour that you will have to stop the vehicle. Nobody asks you to stop the car but still you stop. Green or red colours on eatables also indicate whether the ingredients used are vegetarian or non-vegetarian.

Ans-9 : The main punctuation marks are :

- (i) Capital letters : Some of the cases where capitalization are used are : first letter of a proper noun/adjective, first word of a new sentence begins with a capital letter, Pronoun 'I' and interjections such as 'oh' and 'Alas' begin with a capital letter, etc.
- (ii) Full stop (.) : It is used at the end of a declarative or imperative sentence.
- (iii) Question Mark (?) : It is used at the end of a question.
- (iv) Exclamation Mark (!) : It is used after words or sentences which express a strong and sudden feeling and an urgent command.
- (v) Comma (,) : indicates the shortest pause in a sentence.
- (vi) Apostrophe (') : is used to indicate some omitted letter or letters in a word, the possessive case, plural of numbers and letter etc.
- (vii) Inverted commas (" ") (' ') : These are used to enclose a quotation or the words actually spoken by a person. Inverted commas are also used to enclose titles of books, journals, names of newspapers in sentences, etc.

Ans-10 : An adverb is a word that modifies a verb, an adjective or another adverb.

Examples :

1. Sheetal speaks **softly**.
2. Vibhu and Amit are **very** obedient.

In the above sentences, 'softly' and 'very' are adverbs.

Ans-11 : Subject is used to talk about the pronoun, noun or noun phrase that does the action of a verb.

Verb is a word which shows the action done by a person or object.

The **object** is the thing or person that receives the action.

Example : Ishita painted the wall.

In this sentence 'Ishita' is the subject, 'painted' is the verb and 'the wall' is the object.

Ans-12 : Objects are of two kinds – the ‘direct object’ and the ‘indirect object’. A direct object answers the question ‘what’. For example, in the sentence ‘I gifted a pen’, the subject is ‘I’, the verb is ‘gifted’ and the direct object is a ‘pen’. But we can also say ‘I gifted him a pen’. An indirect object answers questions like ‘to whom’ and ‘for whom’. In this case, ‘him’ is the indirect object and a ‘pen’ is the direct object.

Ans-13 :

Active Voice	Passive voice
When the subject of the verb also performs the actions named in the verb, the verb is said to be in active voice. Example : Manish opened the door.	When we change an active voice into a passive voice, the subject becomes the object and the object becomes the subject. Example : The door was opened by Manisha.

Ans-14 : There are four kinds of sentences :

1. Assertive Sentences
2. Imperative Sentences
3. Interrogative Sentences
4. Exclamatory Sentences

Assertive sentences simply tell something. Assertive sentences are also known as declarative sentences. Every assertive sentence ends with a full stop (.).

For example, She will play chess.

Imperative sentences make requests or give commands and advice.

For example, Please pass me the pen. (request)

Interrogative sentences ask questions. Every interrogative sentence ends with a question mark (?).

For example, When did you reach home?

Exclamatory sentences express strong or sudden feelings. Every exclamatory sentence ends with an exclamation mark (!).

For example, How beautiful the painting is!

Ans-15 : We need to talk about ourselves when we meet people, especially new people whom we meet for the first time. Not only this, we are asked to fill forms for almost every important work. Filling of forms also requires us to add information about ourselves in the space provided.

In this session, you will learn how to describe yourself.

When we meet someone for the first time, we normally talk about ourselves. We usually start by telling our name, then we come to other things such as what we do, age, where we live and even our likes and dislikes. For all these sentences, we will use nouns and verbs.

A noun is the name of a word that is used for a person, place, thing, or idea. Some examples of nouns are Pratima, Gurgaon, cat, table.

A verb is an action word that tells us what the noun does. Some examples of verbs are do, dance, see, like, eat and kick. Sometimes some verbs act as nouns when we add ‘ing’ with them. For example, swimming, jogging, smoking, walking.