

Answers: Communication Worksheet

E. Answer the questions in 20 – 30 words each.

1. 2. Define the term communication.

Communication is the process of exchanging ideas, thoughts, information, or messages between two or more people through speaking, writing, or using symbols and gestures to achieve understanding.

2. 3. Give an example of clear and complete communication.

An example is a teacher giving clear instructions about homework: "Complete Chapter 5 questions 1 to 10 and submit by Monday." This avoids confusion and is complete.

3. 4. List the elements or components of the communication process.

The main elements are: Sender, Message, Encoding, Channel, Receiver, Decoding, and Feedback. These parts help ensure the message is properly sent, received, and understood.

4. 5. List three common body language errors.

1. Poor eye contact
2. Crossing arms while talking
3. Fidgeting or looking distracted

These send negative signals and can cause misunderstandings.

5. 6. Categorise the following as verbal or visual means of communication.

Mobile ring – Auditory

Siren – Auditory

Railway signal – Visual

Traffic light – Visual

Zebra crossing – Visual

Road signs – Visual

Calling your friend – Verbal

Billboards – Visual

Cheering for your team – Verbal

6. 7. Do you think written communication is important than verbal communication in an organisation? Why?

Yes, written communication is very important because it provides a permanent record, avoids misunderstandings, and can be shared with many people. It is useful for policies, instructions, and official information.

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7. 8. Why do you think feedback is important than no feedback?

Feedback is important because it helps the sender know if the message was understood correctly. It improves communication, clears doubts, and helps in better performance and learning.

8. 9. Explain any two 7Cs of Communication.

Clarity: The message should be clear and easy to understand.

Conciseness: The message should be brief and to the point without unnecessary words.

9. 10. Name the four main categories of Communication Styles.

1. Passive
2. Aggressive
3. Passive-Aggressive
4. Assertive

F. Answer the questions in 50 – 80 words each.

10. 1. How body language supports or contradicts a message? Explain with the help of an example.

Body language is an important part of communication. It can support or contradict what we say. For example, if someone says "I am happy to help you" but avoids eye contact and folds their arms, their body language shows disinterest. Good body language, like smiling and nodding, supports words and makes the listener trust the message. So, body language must match our spoken words.

11. 2. Effective communication is what separates a poor leader from an exceptional one. Justify your answer.

Effective communication helps leaders share ideas clearly and motivate others. An exceptional leader listens actively, speaks clearly, and gives proper instructions. This builds trust and teamwork. A poor leader fails to communicate well, which leads to confusion and mistakes. For example, a good leader explains tasks in meetings and answers questions, but a poor leader does not. Thus, effective communication makes leaders successful and respected.

12. 3. 'Feedback is the information shared between two people in order to achieve the desired goals.' Explain with an example.

Feedback is a response given by the receiver to the sender about a message. It helps in understanding if the message was clear and useful. For example, a teacher explains a topic in class. When students ask questions or answer correctly, the teacher knows they have understood. If not, the teacher can explain again. Feedback helps improve communication and ensures that goals are met successfully.