

Chapter-1

Basic communication skills.

Ques-1 what is communication? Give any three characteristics of communication?

Ans-1

Communication can be defined as the ability to exchange ideas and information with each other. Communication is a vital life skill and developing it can benefit us in all aspects of life personally as well as professionally. There are some characteristics-

Number of parties involved:-

Communication always between ~~at least~~ at least two parties. These parties can be group of persons.

Information shared - Shared -

It should always include all the information ~~on~~ that the other party needs to know about the situation.

Effective:-

Communication should be effective and goal oriented. It means that we should know what we want to achieve through goals communication.

Ques 2 What are the three methods of communication? write two important points about each of them.

Ans. 2 We communicate with each other in number of ways depending upon the message through which is conveyed.

Verbal communication:-

Verbal communication refers to the form of communication in which the message is transmitted verbally. It is done by word of mouth or as a piece of writing. The objective of this communication is to have people understand what we are trying to convey. Verbal communication can be done by speaking or

the phone, through e-mail, by attending lectures and video conference.

Non-verbal communication:-

What we say is a vital part of any communication but what we do not say can be even more important. Peter Duvacher says:- "The most important thing in communication is hearing what is not said".

We can communicate our thoughts and feelings even without speaking a single word, through face expression, hand movement, body language, etc. This is non-verbal communication.

Visual communication:-

Visual communication is the transmission of ideas and information with the help of symbols and images. It includes signs, graphic, design, illustration, animation and electronic resources.

This communication is believed to be the type people rely on the most

Ques-3 What are the seven elements of communication?

Ans 3 Communication is a dynamic process that starts with the conception of an idea by the sender who transmits the information through a channel to receiver who in turn gives feedback within a stipulated time frame. The communication process is based on the following element

(i) Sender:-

The sender creates the message and initiates the communication.

(ii) Idea:-

By idea we mean, the information, views, facts, feelings which are created by the sender. It can be written orally or symbolically symbolically.

(iii) Encoding:-

Before communication begins, the message created by the sender goes through the process of encoding. It is converting the ideas into images, words, actions so that the message can be sent.

(iv) Communication channel:-

It is the media through or by which the message is transmitted to recipients. It could be face to face communication, telephonic conversation, E-mail, presentation etc.

(v) Decoding:-

It includes converting and comprehending the symbols encoded by the sender. An effective communication happens only when the receiver interprets the message in exactly the same manner as it was intended by the sender.

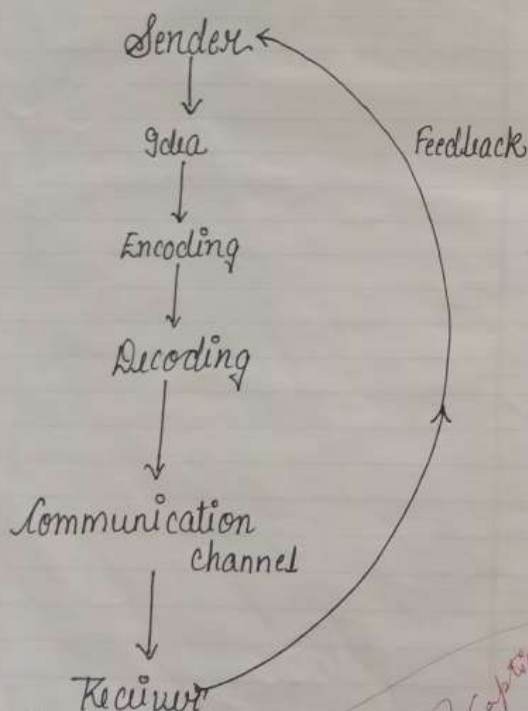
(vi) Receiver:-

Receiver is the person who accepted the message given by the sender.



(VII) Feedback:-

It is the last phase of the communication cycle. It ensures that the message is received by the receiver and it also interprets it correctly.



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Ques-4 Explain any three ways in which you can have visual communication.

Ans-4 Visual communication, as the name suggest, happens with the help of visual tools like drawing, sign language etc. The visual communication has been possible partially due to development in technology nowadays. There are some ways by which we perform visual communication. These are-

1) Maps:-

If we are talking about places, buildings etc, having maps is useful. With the advancement of technology we can access to apps like as Google map that help us to get detailed information about the place.

2) Creating models:-

We can create models of ideas being discussed. The model will help the audience in understanding the concept easily. Theoretical concepts are always difficult to understand.

111) Photographs or images :-

A picture is always worth than a thousand of words using graphics and pictures we would be able to communicate our thoughts more effectively and easily.

Ques 5 Write three signs of positive body language?

Ans-5 i) Be properly dressed

ii) Always ^{never} smiled and Glared while talked

iii) A firm handshake given with a warm and dry hand is the great way to convey confidence in non-verbal communication.

Ques 6 What is a Phrase? Give any three facts about it.

Ans-6 The Phrase is the group of words and acts a single parts of speech but doesn't contain a subject and a verb. It is a part of sentence and doesn't give any

complete thoughts or ideas

i) Phrases can be very short or quite long.

ii) Phrases cannot be used alone but we can use them as a part of sentence.

iii) It does not complete the sense though it is meaningful.

Ques 7 What is the difference between Adjective and Adverb.

Ans-7 Adjective :-

Adjective is the word that describes a noun or pronoun.

Example :-

Keeta wears a pink dress

Adverb :-

Adverb is the word of group of words that tell us something more about the verb.

Example :- Radha is going to school slowly



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Ques-8 How memory makes effective communication difficult?

Ans-8 If any person have had bad past experience or memory of a person or a product, they will not accept any positive information about them. And it makes communication difficult.

Hence, having a past bad memory about some person causes or makes communication difficult.

Ques-9 Write a paragraph on the topic "Why do I love exercising"?

Ans-9 Topic - Why do I love exercising.

Exercising is the best way to stay fit, it helps our body to stay in shape and makes us energetic.

Exercise makes us refresh and energetic and it makes our starting of every day good. It also improves the Blood circulation.

I love exercising and I do exercise daily.

