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What is Communication

A. Multiple Choice Questions

1. d 2. a 3. a 4. b 5. d

B. Fill in the Blanks

1. sender, message, recipient 2. speaking, listening
 3. Visual communication 4. non-verbal communication
 5. imagination, creativity

C. Short Answer Questions

1. Communication is a process by which information is exchanged between individuals through a common system of symbols, signs, or behavior.
2. Effective communication is not only 'transmitting information' but also properly understanding what is being said. Hence, good communication involves clarity and conciseness of message that could be understood properly.
3. Advantages of non-verbal communication:
 - It is a reliable method of communication.
 - It saves time and money.
 - Obtaining feedback is quick.
 - Clearing doubts and misunderstanding is quick and easy.
 - It acts as a powerful means of persuasion.
4. Draw the road signs of:-

a. Roundabout



b. Hospital



c. Zebra Crossing



d. School Ahead



e. No U-turn



D. Long Answer Questions

1. Verbal communication is any communication wherein the message is transmitted through words. The term verbal communication often evokes the idea of spoken communication, but written communication is also a part of verbal communication.

Types of Verbal Communication are:

Oral Communication

Oral communication consists of speaking and listening. In oral communication, listening is as important as speaking. This is often neglected but in order to communicate effectively, both speaking and listening should be in tandem.

Oral communication is classified into four types: interpersonal, intrapersonal, public and small group communication.

Written Communication

Any communication that takes place through the written word is called written communication. It may be in the form of letters, reports, text messages, circulars, notices or manuals. It is the primary mode of communication in any organisation.

2. Oral Communication

Oral communication consists of speaking and listening. In oral communication, listening is as important as speaking. This is often neglected but in order to communicate effectively, both speaking and listening should be in tandem.

Oral communication is classified into four types: interpersonal, intrapersonal, public and small group communication.

i. Intrapersonal Communication: It involves silent conversation we have with ourselves, processing our thoughts and actions internally.

ii. Interpersonal Communication: It takes place between two individuals, one sender and the other receiver.

iii. Small Group Communication: More than two people are involved in this type.

iv. Public Communication: In this type, an individual addresses a large number of people.

3. Difference between **Non-verbal** and **Visual Communication**:

Non-Verbal Communication

Non-verbal communication includes facial expressions, gestures, body language, personal appearance, postures, presuppositions, paralinguistics, etc.

All of our non-verbal actions — gestures, posture, the tone of our voice, the amount of eye contact we make — send strong messages. They can either put people at ease, build trust, and draw others towards us; or they can offend, confuse, and undermine what we are trying to convey.

Visual Communication

Visual communication comprises of all the visual elements that are used to convey a message. Some common examples are charts, maps, images, graphs, road signs, etc. They are used to convey a message clearly and catch the attention of the receiver. They are time-saving, very direct and are universally understood. For example, we see huge billboards on highways that convey their message graphically rather than using a lot of text. Another example is using images and charts for presentations, so that all the data is graphically represented and doesn't need a lot of explanation.

A. Multiple Choice Questions

1. b 2. c 3. c 4. c 5. b

B. Fill in the Blanks

1. channel 2. assists, guides
 3. decision-making skills 4. No feedback
 5. Non-specific feedback

C. State Whether the Following Statements are True or False

1. F 2. T 3. F
 4. T 5. T

D. Short Answer Questions

1. Feedback is the response to the sender's message. It helps us improve our communication immensely. It is very powerful as it assists and guides us to know how others view our efforts.

2. Features of a good feedback:

Specific: A feedback must be related to the topic on which the conversation is going on. It broadens our knowledge.

Timely: A feedback must be as close to the event as possible or just after receiving a message. It helps us build better personal and professional relationships.

Meaningful: While our feedback could be either positive or negative, it needs to be accountable and guide the other person to do better.

Candid: A feedback should be truthful and straightforward to avoid conflicts and distress.

3. Feedback is crucial to the communication cycle. It helps the sender know that the receiver has successfully understood their message. Following are the reasons why feedback is important:

- It encourages us to improve our decision-making skills and performance.
 - It completes the cycle of communication.
 - It validates effective listening.
 - It broadens our knowledge.
 - It helps us build better personal and professional relationships.
4. Examples of positive feedback are:
- Well done on the presentation!
 - I appreciate all the efforts you've put in to the project.
 - The staff here is very courteous and cooperative.

E. Long Answer Questions

1. Stages of a Communication Cycle:

Sender: This is the first stage of the communication process. The sender initiates by generating a message which is passed onto the receiver.

Encoding: The message that the sender wants to share needs to be encoded in order to be sent through and understood by the receiver.

Channel: The means through which the message is being sent to the receiver is known as the channel.

Noise: Noise is anything that disturbs the effectiveness of a communication cycle and makes it difficult for the receiver to understand the message.

Decoding: After the message is sent, it needs to be decoded by the receiver in order to understand what is being conveyed during the process.

Receiver: Anyone with whom the message is shared is called a receiver. Receiver can either be singular or plural, depending on the type of communication taking place.

Message: The information, ideas, feelings, etc., that the sender wants to share are known as messages.

Feedback: After the receiver has successfully decoded the message and understood it, they share their feedback with the sender to complete the cycle and to continue the communication if required.

2. Different types of feedbacks:

Positive Feedback

A feedback that is constructive, works on building a person's strength and has positive undertones is known as a positive feedback. It is very important to keep students/employees motivated. Some examples are as follows:

- Well done on the presentation!
- I appreciate all the efforts you've put into the project.
- The staff here is very courteous and cooperative.

Negative Feedback

A feedback that intends on pointing out what someone is doing poorly, helping them work on it and improving it in the future is known as a negative feedback. Negative feedback is important as it helps people overcome their shortcomings. It need not always be rude or harsh.

Some examples are as follows:

- You never meet your deadlines, please work on your timelines.
- Please be polite when you talk to customers.
- You have to dress appropriately in school or else we'll have to take strict action.

Descriptive Feedback

Descriptive feedback helps one in improving their actions by providing them with specific details, either in written or oral form. It consists of the answers to the following three questions:

- Where am I now?
- Where am I going?
- How can I close the gap?

Specific Feedback

Specific feedback provides detailed information on what someone did well or poorly. It gives the receiver something substantial to think about and work on the areas which need improvement.

Some examples are:

- It was heart warming, what you said about your teachers the other day.
- The pasta is missing some spice to it.
- I like the ending. It was different than what I'd expected.

Non-specific Feedback

A non-specific feedback is vague and generic, and doesn't really provide any details pertaining to the sender's message. It gives the impression that the sender has not given a thoughtful response.

Some examples are:

- Good job!
- Please make changes to your speech.
- I'm not happy with this.

No Feedback

This is as simple as it sounds – when you don't receive any feedback at all. What you need to remember is that no feedback is also a feedback. It indicates that maybe the receiver hasn't decoded your message or was unable to understand it. In such cases, you must figure out what the barrier is and work on fixing it.

3

Barriers to Effective Communication

A. Multiple Choice Questions

1. c 2. b 3. c 4. b

B. Fill in the Blanks

1. art, skill
2. state of mind
3. needs and requirements
4. prior baseless misconceptions, preconceived notions
5. composition

C. Short Answer Questions

1. The 7C's of communication are: clarity, conciseness, concreteness, correctness, completeness, courtesy, and consideration. They help in making communication effective.
2. Be unassuming, respect other cultures and opinions and exercise empathy to overcome interpersonal barriers.
3. Factors related to the environment that become the cause of miscommunication are known as physical barriers. The three types of physical barriers are:
 - (a) Physical and technological issues
 - (b) Physical disabilities
 - (c) Physical barriers in non-verbal communication
4. The benefit of exercising empathy is that conscious efforts towards being more empathetic and understanding others and their situation from your own side can be effective in closing the internal communication gaps.

D. Long Answer Questions

1. The 7C's of communication are:
Clarity: Your message should be clear and should be able to convey your ideas to the receiver effortlessly.

Conciseness: Try to communicate using the least amount of words possible without defying the other C's of communication. Keep your message to-the-point and precise.

Concreteness: Use facts and figures if necessary to support your arguments and strengthen your credibility. Concreteness also increases your confidence.

Correctness: Avoid grammatical errors while communicating. Use a language that you're comfortable with and make sure the receiver also understands the same.

Completeness: Your message should be complete. No important information should be left out as it helps in better decision-making by the receiver(s).

Courtesy: Being courteous while communicating sends out a positive message and implies that the sender cares about the receiver(s) as much they care about the message.

Consideration: Being considerate means being empathetic towards the receiver(s). Take a 'you' approach rather than an 'I' approach. Modify your words as per your audience's needs and requirements.

2. Barriers, noise or distractions during communication are inevitable. They distort your message and the chances of correct interpretation (or decoding) of the message by the receiver(s) decreases. The type of communication barriers that we face are:

Internal Barriers

Barriers in communication caused due to underlying, inherent factors related to the communicators such as a specific, situational frame of mind or long-term mentality, in general, are known as internal barriers. They are further divided into:

Interpersonal Barriers: These occur when the sender's message is misinterpreted by the receiver. It is also extremely difficult to converse with someone who isn't willing to express themselves. Personal differences can also act as interpersonal barrier.

Psychological Issues: Barriers caused by someone's state of mind are known as psychological barriers. For example, certain disabilities do not allow the brain to comprehend any sort of communication or the receiver is not in the right frame of mind to follow through with the communication at the given time, etc.

Cultural Ignorance: When people from different cultures come together, they might not be acquainted with each other's traditions, customs, etc. which could lead to difficulties and inconvenience in communication. Sometimes, people also have preconceived notions about others based on their social backgrounds, which also become barriers during communication.

Prejudice: Miscommunication might be caused because of the bias held by communicators against each other due to many social factors related to class, status, the difference in cultures, literacy, ethnicity, etc.

Different Viewpoints: Major distinction in the belief system and ideologies can cause a severe communication gap.

External Barriers

Barriers that cannot be controlled and directed by the communicators are external barriers.

There is no scope for intrapersonal alteration as far as external barriers are concerned.

They are further divided into:

Physical Barriers: Factors related to the environment that become the cause of miscommunication are known as physical barriers. The three types of physical barriers are:

Physical and Technological Issues: They refer to miscommunication caused due to technical errors or distance. For example, the unmanageable hearing distance between two communicators standing on two sides of the same building, the Internet not working which would disable the communicators from sending texts and messages, and the missing phone signal which makes them unable to converse.



Physical Disabilities: They refer to issues related to physical health and well being which come in the way of effective communication, such as hearing problems, speech difficulties and disorders like stuttering, slurring, lisping and stammering.

Physical Barriers in Non-verbal Communication: Non-verbal communication heavily depends on physical proximity, or physical visibility. For example, non-verbal communication becomes difficult when two communicators are talking through text or on the phone and cannot see one another.

Organisational Issues: Every organisation has a hierarchical structure that follows rules, procedures, protocols etc. which restricts the free flow of communication in the organisation. This structure can act as a barrier and is known as an organisational barrier since it hinders the formal relationship amongst peers.

Distractions: Noise, interruptions and being placed into situations where one has to focus on more than one conversation simultaneously can lead to several instances of miscommunication due to a part of the conversation being missed, connotations not being discerned, or mixing up of two different conversations.

Message Formation Barriers

Message formation barriers exist due to issues related to the composition of the message itself.

Types of message formation barriers are further divided into:

Linguistic Issues: When one language is not understood by the people participating in a communication process, it is known as a linguistic barrier. It is important for the sender and receiver to find a common ground and build the communication on it.

Inconsistent Tone and Gestures: The message being encoded might have an incorrect, mismatched tone, in verbal communication and inappropriate gestures, in the case of non-verbal communication, which confuses the receiver about what is being conveyed.

Complicated Messages: The encoding of the message might be too difficult due to complicated vocabulary, intricate intonations and syntactic structures, which could be the reason the communicators are unable to understand each other.

3. We can overcome Internal Barriers in the ways given below:

Be Unassuming: Avoid forming prior baseless misconceptions and preconceived notions about the person you are communicating with to avoid misunderstandings. Being open-minded smoothen the process of communication.

Exercise Empathy: Conscious efforts towards being more empathetic and understanding with others and their situation from your own side can be effective in closing the internal communication gap.

Enhance Listening Skills: Be more attentive to what others are trying to communicate to you when they speak, listen carefully to the words that are being said and what is being left unsaid.

Fair and Unbiased Approach: Eliminate any type of biased judgment against the other communicator, and act fairly towards them to make them feel at ease and communicate effectively with them.

Respect Other Cultures and Opinions: Be respectful and act with sensitivity towards the religion and customs of others. Learn about them if you have the opportunity and take into account their opinions when you communicate with them to put them at ease.

Regulate Your Emotions: Keep a tab on how and what you feel and the way you react to your emotions, depending on the situation you are in and the person you are communicating with is very significant regardless of your role as a sender or the receiver.

Mutual Trust Building: Trust between two communicators eliminates issues related to reception and conveying of a message.

4. We can overcome message formation barriers with the following:

Use Simple Language: Keep your message precise. Avoid complicated terms and expressions and reconstruct your message according to the level of understanding of the receiver if needed.

Use Correct Language: Pay attention to the structure of the sentence, vocabulary and connotations so that your message can be decoded easily.

Use Correct Body-language: Expressing self appropriately through body language, depending on the relationship the sender has with the receiver, is highly significant for the communication to go smoothly. For example, smile when you are being humorous, to not have your words taken in the wrong context.

Communicate In-person: In-person communication is the easiest way to avoid kinds of barriers and have the most effective communication possible. It minimizes the chances of any misunderstanding.

Take Someone's Help: If you're having trouble communicating with someone who speaks a different language or something similar, you can always ask for a middleman's help to get your message across.

5. *The students will do this question by themselves.*

E. Differentiate Between the Following

1. Completeness

It means that our message should be complete. No important information should be left out as it helps in better decision-making by the receiver(s).

Correctness

It means to avoid grammatical errors while communicating. Use a language that you're comfortable with and make sure the receiver also understands the same.

2. **Internal Barriers to Communication** Barriers in communication caused due to underlying, inherent factors related to the communicators such as a specific, situational frame of mind or long-term mentality, in general, are known as internal barriers.

External Barriers to Communication Barriers that cannot be controlled and directed by the communicators are external barriers. There is no scope for intrapersonal alteration as far as external barriers are concerned.

3. **Using Simple Language** It means to keep your messages precise. Avoid complicated terms and expressions, reconstruct your message according to the level of understanding of the receiver if needed.

Using Correct Language It means to pay attention to the structure of the sentence, vocabulary and connotations so that your message can be decoded easily.

A. Multiple Choice Questions

1. a 2. c 3. b 4. a 5. b

B. Rewrite the Following Sentences Using Punctuation Marks and Capitalising the Required Letters.

1. Anshu is very surprised.
2. I bought bananas, apples, grapes and oranges.
3. How could I know who you are?
4. Anita entered the house. She got surprised to see her kids engrossed in books.
5. How dare you do this!

C. Name the Parts of Speech to Which the Highlighted Words Belong

- | | | |
|-----------------|----------------|-----------|
| 1. Noun | 2. Verb | 3. Adverb |
| 4. Preposition | 5. Conjunction | 6. Noun |
| 7. Interjection | 8. Adjective | |

D. Name the Type of Each of the Following Sentences

- | | |
|---------------------------|---------------------------|
| 1. Interrogative sentence | 2. Exclamatory sentence |
| 3. Imperative sentence | 4. Interrogative sentence |
| 5. Imperative sentence | |

E. Convert the Following Sentences into Passive Voice

1. The deer was killed by the tiger.
2. A delicious cake has been baked by her.
3. A diary is regularly maintained by me.
4. Their projects had been finished on time by Ananya and Ridhima.
5. She will not be ignored by them.