

A. Multiple choice questions

1. Which of the following is NOT an element of communication within the communication process cycle?

- (a) Channel
- (b) Receiver
- (c) Sender
- (d) Time**

2. You need to apply for leave at work? Which method of communication will you use?

- (a) e-mail**
- (b) Poster
- (c) Newsletter
- (d) Blog

3. By which action can senders send their messages?

- (a) Gestures
- (b) Speaking
- (c) Reading**
- (d) Writing

4. Which of the following is an example of oral communication?

- (a) Newspapers
- (b) Letters
- (c) Phone call**
- (d) e-mail

5. What are the types of words we should use for verbal communication?

- (a) Acronyms
- (b) Simple**
- (c) Technical
- (d) Jargons

6. Why do we use emails?

- (a) To communicate with many people at the same time.**
- (b) To share documents and files.**
- (c) To talk to each other in real-time.
- (d) To keep a record of communication.

7. Which of these is a positive (good) facial expression?

- (a) Frowning while concentrating
- (b) Maintaining eye contact**
- (c) Smiling continuously
- (d) Rolling up your eyes

8. What does an upright (straight) body posture convey or show?

- (a) Pride
- (b) Professionalism
- (c) Confidence**
- (d) Humility

9. Which of these is NOT an appropriate non-verbal communication at work?

(a) Keeping hands in pockets while talking

(b) Talking at moderate speed

(c) Sitting straight

(d) Tilting head a bit to listen

10. Which of the following statement is true about communication?

(a) 50% of our communication is non-verbal

(b) 20% communication is done using body movements, face, arms, etc.

(c) 5% communication is done using voice, tone, pauses, etc.

(d) 7% communication is done using words

11. Put a X mark against the actions below which are examples of bad non-verbal communication.

• Laughing during formal communication x

• Scratching head x

• Smiling when speaking to a friend

• Nodding when you agree with something

• Standing straight

• Yawning while listening x

• Sitting straight

• Maintaining eye contact while speaking

• Biting nails x

• Firm Handshake

• Clenching jaws x

• Looking away when someone is speaking to you x

• Intense stare x

12. Which of these are examples of positive feedback?

(a) Excellent, your work has improved.

(b) I noticed your dedication towards the project.

(c) You are always doing it the wrong way.

(d) All of the above

13. Which of these are examples of negative feedback?

- (a) I hate to tell you this but your drawing skills are poor.
- (b) You can surely improve your drawing.
- (c) This is a good drawing but you can do better.
- (d) None of the above

14. Which of the following are effective components of good feedback?

- (a) Detailed and time consuming
- (b) Direct and honest
- (c) Specific
- (d) Opinion-based

15. Which of these is NOT a common communication barrier?

- (a) Linguistic barrier
- (b) Interpersonal barrier
- (c) Financial barrier
- (d) Organisational barrier

16. Which of these are ways to overcome communication barriers?

- (a) Respecting each other's differences
- (b) Using a translator
- (c) Not communicating at all
- (d) Using your own language for comfort

17. In which of the following, the underlined word is an adjective?

- (a) Radha has a red dress.
- (b) I can speak French.
- (c) The Girl on the Train is a best-seller.
- (d) Abdul can swim fast.

18. Which of these sentences is capitalised correctly?

- (a) Ravi and i are going to the movies.
- (b) Salim is visiting India in july.
- (c) The Tiger is a strong animal.
- (d) She is arriving on Monday.

19. Which of these sentences are punctuated correctly?

- (a) When is the party.
- (b) I had bread omelette and a Banana for breakfast.
- (c) I am so excited about my first foreign trip!

(d) This is Abdul's notebook.

20. In which of these sentences can you find an adverb?

(a) Divya drinks milk every day.

(b) Sanjay gifted me a new pen.

(c) I opened the door lock.

(d) Sita is 5-feet tall.

21. Identify the object, verb and subject in the sentence, 'The car crashed into a tree.'

(a) Object: a tree; Verb: crashed; Subject: the car

(b) Object: The car; Verb: crashed; Subject: a tree

(c) Object: crashed; Verb: the tree; Subject: the car

(d) Object: crashed; Verb: the car; Subject: the tree

22. Identify the indirect object in the sentence, 'The band played music for the audience.'

(a) The band

(b) played

(c) music

(d) audience

23. Which of these is an imperative sentence?

(a) Switch off the fan.

(b) Sheila has gone to the market.

(c) Where are my pen colours?

(d) Oh no! I missed my flight.

24. Which of these sentences is in active voice?

(a) A movie is being watched by them.

(b) The car was repaired by Raju.

(c) He is reading a book.

(d) The thief was being chased by a policeman.

B. Fill in the blanks

1. Fill correct nouns and verbs from the given options to complete the sentence in the table given below.

Noun	Verbs
Girl, Ms Sen, Rahim, Children, Cat, Students	Swimming, Driving, Writing, Teaching, Eating, Playing



a. The girl is swimming.



b. The children are playing.



c. The students are writing.



d. Rahim is driving the car.



e. Ms Sen is teaching.



f. The cat is eating.

C. Subjective question

1. Define Verbal Communication?

Ans: Verbal communication enables us to share our thoughts with others by using words in a mutually understandable language such as English, Hindi, Urdu, Chinese, French or Spanish. Language plays an important role in verbal communication. In simple words, language is a syntactically organized system of signals, such as voice sounds, intonations or pitch, gestures or written symbols which help in communicating our thoughts or feelings. Our verbal communication can be done either in a written or oral mode.

2. List the different types of verbal communication. Include examples for each verbal communication type.

Ans. The table illustrates the different types of verbal communication:

Type of Verbal Communication	Examples
Interpersonal Communication	<p>This form of communication takes place between two individuals and is thus a one-on-one conversation. It can be formal or informal.</p> <p>Examples</p> <ol style="list-style-type: none"> 1. Two friends discussing homework. 2. A manager discussing the performance with an employee.
Written Communication	<p>This form of communication involves writing words. It can be letters, circulars, reports, manuals, SMS, social media chats, etc. It can be between two or more people.</p> <p>Examples</p> <ol style="list-style-type: none"> 1. Writing a letter to grandmother enquiring about health. 2. A manager writing an appreciation e-mail to an employee.

Small Group Communication	<p>This type of communication takes place when there are more than two people involved. Each participant can interact and converse with the rest.</p> <p>Examples</p> <ol style="list-style-type: none"> 1. Press conferences 2. Board meetings
Public Communication	<p>This type of communication takes place when one individual addresses a large gathering.</p> <p>Examples</p> <ol style="list-style-type: none"> 1. Election campaigns 2. Public speeches by dignitaries

3. Give two examples of non-verbal communication.

Ans: Use of gestures and sign language are two examples of non-verbal communication.

4. Draw any five common signs used for Visual Communication. Explain what each conveys and where did you see it?

Ans. The few signs used for Visual Communication are:

1. **No parking zone:** This sign informs drivers that they can't park their vehicle in specific location.



2. **No entry:** This sign indicates that entry into the area is forbidden.



3. **Danger warning:** This sign indicates an immediate hazard which, if not avoided, will result in death or serious injury.



4. **Under CCTV surveillance:** This sign notify people of surveillance cameras posted within the vicinity.



5. **No mobile phone:** This sign indicates to both employees and visitors that the use of mobile phones on site or in a particular area is not permitted.



5. What do you mean by feedback? Let's take a scenario. Radha is your co-worker. Together you are making a report on how to manage the waste in your store. Since she has not finished her part of the report on time, the whole report has got delayed and the manager has given you both a warning. Write down the feedback you would like to give your co-worker on managing time. Try to keep the feedback specific and polite.

Ans. Feedback is the final component and one of the most important factors in the process of communication since it is defined as the response given by the receiver to the sender.

Feedback to Radha

You are a great asset to the team. You are very professional and focused on your work. Despite the difficult deadlines for the report on how to manage the waste in your store, you maintain a positive attitude. You respond to problems without getting angry or frustrated. You often stay late working and are very conscientious of timelines and resources. Your most outstanding "value" from what I have seen is your attitude towards continuous improvement. Whenever you have free time I see you studying or looking over someone's shoulder trying to troubleshoot a problem. It would benefit the entire department if you paid more attention to the delivery time.

6. Write down the common communication barriers you may come across when you move to a new city or country.

Ans. The common communication barriers a person may come across when move to a new city or country are:

Physical Barriers: Physical barriers are the environmental and natural conditions that act as a barrier in communication in sending messages from sender to receiver. For example: text messages are often less effective than face-to-face communication.

Linguistic Barriers: The inability to communicate using a language is known as language barrier to communication. Language barriers are the most common communication barriers, which cause misunderstandings and misinterpretations between people. For example: slang, professional jargon and regional colloquialisms can make communication difficult.

Interpersonal Barriers: Barriers to interpersonal communication occur when the sender's message is received differently from how it was intended. It is also very difficult to communicate with someone who is not willing to talk or express their feelings and views.

Organisational Barriers: Organisations are designed on the basis of formal hierarchical structures that follow performance standards, rules and regulations, procedures, policies, behavioural norms, etc. Superior-subordinate relationships in a formal organisational structure can be a barrier to free flow of communication..

Cultural Barriers: Cultural barriers is when people of different cultures are unable to understand each other's customs, resulting in inconveniences and difficulties. People sometimes make stereotypical assumptions about others based on their cultural background, this leads to difference in opinions and can be a major barrier to effective communication.

7. Identify the conjunctions and prepositions from the list below and write these in the correct box.

Over, Because, Under, And, Since, In, At, Although, Or, Up, On, Beside

Ans.

Conjunction	Preposition
Because, And, Since, Although, Or	Over, Under, In, At, Up, On, Beside

8. Write two sentences of each type of sentence — statement, question, exclamatory and order.

Ans. The two sentences of each type of sentence are:

Statement

- 1) Blue is my favourite colour.
- 2) The farewell party begins in two hours.

Question

- 1) Do you want tea or coffee?
- 2) Is it raining?

Exclamatory

- 1) This is the best day of my life!
- 2) Oh, my goodness, we won!

Order

- 1) Please lower your voice.
- 2) Respond immediately.

9. Which is your favourite food, dish or cuisine? Write two paragraphs about your favourite food, dish or cuisine. Each paragraph should have a minimum of five sentences. Make sure you follow all the rules about sentences and paragraphs you have learnt.

Ans. I am very foodie. I love to eat. Among the number of foods Pizza is my favorite food because it tastes and smells fabulous. My Mom cooks the best Pizzas in the world. I always ask her to make Pizza.

In Pizzas too I love cheese Pizza a lot. This is because cheese pizza is healthy and makes me strong. To create fun we also organize pizza races in terms of who can eat the maximum number of pizzas. I can eat many pizzas faster at a time and I always win the race.

10. What do you mean by 7 Cs of effective communication.

Ans: 1. Clear information: Choosing appropriate words and phrases to convey ideas in the form of a message is very important. For this you need yourself to be fully clear of what exactly your message is, what the objective of your message is, and whom you are going to share it with. Some of the ways of ensuring clarity of expressions could be: • Choosing short familiar words (conversational) • Constructing effective sentences and paragraphs keeping unity, coherence and the emphasis of the message in mind • Achieving appropriate acceptability/readability by adopting receiver-centric approach 16 • Including appropriate examples and illustrations in support of the message.

2. Complete information: Completeness of information is very important as it brings the desired results without additional messages; builds goodwill; averts lawsuits and answers all questions-the 5 Ws: who, what, when, where, why (and how). Offering complete and relevant information makes a communication effective as it rules out the need of another cycle of communication to clarify issues.

3. Concise message: In this fast paced world, every person lacks time. Hence, it is necessary to keep the message crisp and concise. It adds not only to the efficacy of the message but also saves the receiver's time in understanding it. Lengthy messages are not only boring but are also distracting to the receiver. Some of the ways of ensuring the conciseness of a message could be: • Cutting out wordy phrases and sentences • Including only relevant information • Doing away with faulty/unclear pronoun usage: 'it is', 'this is', 'there is', etc. • Sparing usage of abstract subjects and passive verbs

4. Concrete and coherent presentation: Concrete and coherent messages facilitate easy understanding and produce the desired result. Hence, sender should be careful of not jumbling too many ideas into an incoherent presentation as it may lead to nothing but confused thinking and branching off from the main streams of thought. This can be ensured by being detailed instead of vague, using specific facts and figures, using the active and passive voice judiciously, using action verbs instead of smothered expressions and using concrete nouns instead of abstract nouns.

5. Correctness of facts: Nothing could be more dangerous than an incorrect message. Make sure that whatever you communicate is correct to the best of your knowledge. This can be ensured by using the right level of language-formal/informal, acceptable/substandard; 17 presenting accurate facts, words, and figures after extensive proofreading; following acceptable writing mechanics; no spelling errors or careless omissions; choosing of non-discriminatory expressions-treating men and women equally.

6. Consideration of the message and the receiver: For the communication success, it is important that you prepare the message with your receiver(s) in mind, unless the receiver of your message has made a mistake or has a different opinion; emphasising the receiver's takeaway (benefits) from the communication, showing interest in the receiver, emphasising positive, pleasant facts, and ensuring honesty and integrity in your message.

7. Courtesy towards receiver: The absence of 'mutuality of thought' in communication may result in disbelief, which may lead to a complete failure in communication. Some steps towards showing courtesy to the receiver are-being sincerely tactful, thoughtful, and appreciative, omitting rude expressions (not talking down), minimising slang and jargon, granting and apologising good

naturally, giving feedback promptly and, above all, giving the receiver due respect so that he believes in what you say.