

Class-X(IT 402)
Part-A Unit-1 Communication Skills-II Notes

Multiple Choice Questions:

- Q1. The origin of the word communication is _____
A) Communicate B) **Communicare** C) Compute D) Computer
- Q2. Types of words used for verbal communication?
A) Acronyms B) **Simple** C) Technical D) Jargons
- Q3. The first language which we learn or speak as a child _____
A) Jargon B) Dialect C) **Mother Tongue** D) Vernacular
- Q4. Which of the following shows a positive facial expression?
A) Frowning while concentrating B) **Maintaining eye contact**
C) Smiling continuously D) Rolling up your eyes
- Q5. By what method we can know what the receiver understood or got the message.
A) transmitting B) **feedback** C) message D) listening
- Q6. What is a sentence?
A) A group of ideas. B) **A group of words that communicate a complete thought.**
C) A set of rules to write correctly. D) A set of words that is grammatically correct
- Q7. Which type of word is generally not used in verbal communication.
A) **Technical** B) Simple C) Easy D) Local Language
- Q8. _____ can be presented by face
A) Gestures B) Body Language C) Para Language D) **Expressions**
- Q9. ____ are a group of words that together act as a grammatical units.
A) Imperative B) Interrogative C) **Phrase** D) Exclamatory
- Q10. Using abbreviations in communication leads to which type of communication barrier
A) **Language/ Linguistic** B) Physical C) Cultural D) Organisational
- Q11. which can be used to overcome the communication barrier
A) **Using a translator** B) By writing a letter
C) Not communicating at all D) Using your own language
- Q12. Which of the following is NOT a communication barrier?
A) Linguistic barrier B) Interpersonal barrier C) **Financial barrier** D) Organisational barrier
- Q13. Straight body posture shows what?
A) Pride B) Professionalism C) **Confidence** D) Humility
- Q14. Which of the following is a positive facial expression?
A) Staring hard B) Wrinkled forehead C) Looking somewhere else D) **Nodding while listening**
- Q15. Which type of words should be used for good communication?
A) Acronyms B) Technical C) Jargons D) **Simple**
- Q16. Sending a letter is which type of communication?
A) Listening B) **Writing** C) Speaking D) Reading
- Q17. Which of the following is not an element of the communication cycle?
A) Channel B) Receiver C) **Time** D) Sender

Q18. Written communication can be classified in which type of communication?

- A) **Non-verbal** B) Verbal C) Visual D) None of these

Q19. is the exchange of messages in the communication cycle.

- A) **Transmitting** B) Listening C) Message D) Feedback

Q20. The abilities to communicate properly are:

- A) read B) write C) speak D) **all of these**

Q21. Which of the following is an example of negative feedback?

- A) You can dance better. B) Your Dance was good but you can do better.
C) **Your Dance skill is not really good. You have to practise more.** D) None of the above

Q22. is not a communication barrier?

- A) Language B) Culture C) **Habits** D) Physical

Q23. The communication cycle does not include.....

- A) sender B) message C) receiver D) **programming**

Q24. Which of the following is quick and clear method of communication

- A) e-mail B) notices/posters C) **face-to-face informal communication** D) business meetings

Q25. Which method is good for taking leave in the office.

- A) Website B) notices/posters C) **e-mail** D) business meetings

Q26. The word Commūnicāre means _____ in Latin.

- A) to deliver B) to share C) **to present** D) to sacrifice

Q27. To understand the message properly the receiver need to _____ the message properly.

- A) transmit B) throw C) **listen** D) ignore

Q28. Keeping shoulders straight right and body relaxed is an example of:

- A) Facial Expressions B) **Posture** C) Gesture D) Eye contact

Q29. Oral communication is based on

- A) Body language B) Language and tone of voice C) Facial expressions D) **Listening and Hearing**

Q30. Visual communication are dependent on what factors?

- A) **Signs, symbols and pictures** B) Text messages C) Posture D) Body language

Q31. What is the final step in the communication cycle?

- A) Encoding B) Decoding C) **Feedback** D) Receiving

Q32. Which type of feedback supports student development from their current level of achievement?

- A) Specific Feedback B) **Descriptive Feedback** C) Non-Specific Feedback D) None of the above

Q33. If there is the absence of feedback then it will lead to

- A) Mistrust B) **Communication Barrier** C) Interference D) None of the above

Q34. It is a word used in place of a noun that is

- A) **Pronoun** B) Verb C) Adverb D) Preposition

Q35. A word used to express emotion and is often followed by an exclamation mark is called

- A) Preposition B) Conjunction C) Adverb 1996 D) **Interjection**

Q36. Which part of the sentence contains two independent clauses joined by conjunction?

- A) **Compound Sentences** B) Simple Sentences C) Complex Sentences D) Compound-Complex Sentences

Q37. The process in which the receiver interprets and understands the message is called

A) **Decoding** B) Encoding C) Feedback D) None of these

Q38. is an instance of non-verbal communication.

A) A speech B) **Proximity** C) A notice D) An e-mail

Q39. Which of the following is an example of oral communication?

A) Newspapers B) Letters C) **Phone call** D) e-mail

Q40. "Two girls talking over a phone" – is an example of...

A) **interpersonal communication** B) written communication
C) small group communication D) public communication

Q41. Pointing finger to something is an example of....

A) Expressions B) **Gestures** C) Body Language D) Para Language

Q42. which of the following includes the tone, speed and volume of voice

A) Eye Contact B) Body Language C) **Para Language** D) Gestures

Q43. Which communication method does not require any language to understand?

A) Verbal B) Non-Verbal C) **Visual** D) None of these

Q44. Which is the suitable method to overcome communication barriers?

A) Use visuals B) Take the help of a translator
C) Always be respectful in other's opinion D) **All the Above**

Q45. Identify the noun(s): Radhika went to the park for a picnic.

A) Radhika and picnic B) park and picnic C) **Radhika and Park** D) went

Q1. What is Communication?

"Communication" is derived from the Latin word *commūnicāre*, which means "to share" Exchanging thoughts, information or knowledge. Throughout the communication process, information can be shared orally, in writing or via the use of another media.

There are several parts of the communication process –

1. **Sender:** The person who initiates the communication and creates the message they want to transmit.
2. **Message:** The information or idea being conveyed by the sender.
3. **Channel:** The medium through which the message is transmitted, such as speech, text, or email.
4. **Receiver:** The person who receives and interprets the message.
5. **Feedback:** The response of the receiver to the message, which indicates whether the message was understood as intended.
6. **Context:** The environment or situation in which the communication takes place, including physical, social, and cultural factors.

Q2. What is Verbal Communication?

In the verbal communication word and language is used to transmit a message.

Types of Verbal Communication –

There are several types of verbal communication:

1. **Oral Communication:** Using spoken words to convey a message, which can occur in face-to-face conversations, phone calls, or video chats.
2. **Written Communication:** Using written words to convey a message, which can include emails, letters, memos, or text messages.
3. **Formal Communication:** Structured communication that occurs in professional or official settings, such as business meetings, job interviews, or presentations.

4. **Informal Communication:** Casual or relaxed communication that occurs in social situations, such as chatting with friends or family members.
5. **Nonverbal Communication:** Communicating without using words, such as through body language, facial expressions, or tone of voice.
6. **Visual Communication:** Using visual aids or images, such as diagrams, charts, or videos, to convey a message.

Q3. Write any four Advantages of Verbal Communication.

- **Clearer:** When compared to written communication, speaking might be more concise and straightforward.
- **Faster:** When speaking to someone in person or over the phone, verbal communication might be quicker than writing.
- **Feedback:** Verbal communication enables the speaker to receive immediate confirmation that their message has been understood.
- **Personal Touch:** Verbal communication allows for a personal touch because the speaker's voice and listener's body language can both communicate feelings and create a connection.
- **Flexibility:** Verbal communication can be modified to fit the circumstance, for example, by utilising various voice tones or changing the vocabulary to better suit the listener.
- **Builds Relationships:** Relationships are strengthened through verbal communication, particularly in casual settings when people can connect over similar interests and experiences.

Q4. How can we Mastering Verbal Communication?

- **Practice active listening:** Active listening is a good skill to develop. Pay attention to what people are saying and try to comprehend their viewpoints.
- **Employ language that is concise and easy to understand:** Be as concise and easy to understand as you can when choosing your words. Avoid using jargon or other sophisticated terminology that could be confusing to others.
- **Pay attention to nonverbal cues:** Be mindful of both your own and other people's nonverbal signs. Nonverbal cues can enhance the meaning of words and improve the effectiveness of your message.
- **Think about your audience:** Consider your audience when speaking and change your communication style as necessary. To fit your audience, you might do this by altering your vocabulary, tone, and delivery.
- **Be aware of your body language:** Your posture, gestures, and facial expressions may all imply meaning and affect how people interpret what you're saying.
- **Seek feedback:** Ask for comments on your communication abilities, and be willing to accept helpful criticism. This might help you pinpoint problem areas and gradually hone your communication abilities.

Q5. What is Non-verbal Communication?

The use of body language, gestures, and other nonverbal signals to convey meaning or messages is known as nonverbal communication. It is a crucial component of communication since it can provide spoken communication more meaning and context as well as help transmit attitudes, emotions, and intentions.

Advantages of Non-verbal Communication

- The message being delivered can be made more complex and clearer by using nonverbal communication.
- It can be utilised to convey feeling and intention more clearly than just words.
- It can be used to communicate information in circumstances when spoken communication is impractical.
- It can be utilised to show confidence and expertise as well as to develop trust and credibility.

- Compared to verbal communication, it can be more difficult to manipulate, making it a more accurate predictor of someone's genuine intentions or feelings.

Q6. Write some of the common example of Non-verbal Communication.

Here are a few examples of nonverbal communication:

- **Facial expressions:** A person can show a variety of emotions through their face, including happiness, sadness, anger, surprise, fear, and disgust.
- **Eye contact:** Establishing eye contact can show that you are interested, engaged, and paying attention, while avoiding eye contact can show that you are uninterested, uncomfortable, or dishonest.
- **Gestures:** You can accentuate or clarify spoken communication by making gestures like nodding, waving, or pointing that express meaning and intent.
- **Posture:** A person's posture can communicate their level of involvement or attention as well as their amount of assurance, openness, or hostility.
- **Touch:** Touch can be used to create or reinforce social ties and can express a variety of emotions, including affection, comfort, and rage.

Q7. What is Visual Communication?

The use of visual components, such as pictures, graphics, and designs, to convey information and ideas to an audience is known as visual communication.

Example of visual communication –

- **Infographic:** An infographic is a visual display of facts, figures, or other knowledge that aims to express complicated concepts simply and effectively.
- **Graph:** A graph is a visual depiction of data or trends that can be used to compare and contrast data as well as to show patterns or relationships.
- **Chart:** A chart is a graphic depiction of data, such as a bar chart or pie chart, that is used to contrast and compare data as well as to show patterns or trends.
- **Diagram:** A diagram is a visual representation of information, like a flow chart or organisational chart, used to explain difficult concepts or procedures.
- **Photograph:** Image taken by a camera and used to transmit knowledge, tell a tale, or record an event is called a photograph.

Q8. What do you mean by Feedback?

Feedback is a comment or reaction to a specific action, behaviour, or performance that offers insight into how that action, behaviour, or performance was perceived or assessed. Feedback can be both good and negative, vocal or nonverbal.

Types of Feedback?

- **Positive feedback:** Positive feedback is commentary that highlights and reinforces a person's or a group's accomplishments in order to uplift and support them.
- **Negative feedback:** Negative feedback is commentary intended to identify issues or shortfalls and offer suggestions for how to resolve them.
- **Descriptive feedback:** This kind of feedback gives precise, unbiased details on a person's habits, performance, or actions. Instead of analysing or interpreting what was done or observed, the focus is on stating what was done or observed.
- **Constructive feedback:** Constructive criticism is criticism that is beneficial and constructive and is concentrated on certain actions or behaviours that can be altered or improved
- **Supportive feedback:** Feedback that is intended to encourage and motivate a person or group, as well as to offer emotional or psychological support, is referred to as supportive feedback.
- **Appreciative feedback:** Feedback that emphasises what a person or organisation has done well is known as "appreciative feedback" and is intended to show someone or something how much you value their efforts and accomplishments

Q9. What is Communication Barriers?

Communication barriers are any factors that prevent or hinder effective communication. They can be external, such as physical or environmental factors, or internal, such as personal or psychological factors. Some common communication barriers include –

- **Physical barriers:** Physical barriers, such as distance, noise, or actual objects, are outside elements that might hinder or interfere with communication.
- **Cultural barriers:** Language, habits, and value differences can lead to misunderstandings or obstruct effective communication. These are known as cultural obstacles.
- **Emotional barriers:** These are psychological or personal issues that can hinder a person's capacity to speak clearly, such as fear, rage, or insecurity.
- **Cognitive barriers:** Cognitive barriers are constraints or biases in a person's perception, interpretation, or understanding of a message that might obstruct effective communication.
- **Semantic barriers:** Semantic barriers are issues with terminology or language that could lead to misconceptions or complication.
- **Psychological barriers:** These are psychiatric conditions like stress, anxiety, or depression that might impair a person's capacity for effective communication.

Q10. How to Overcoming from Communication Barriers?

Here are a few strategies for overcoming communication barriers –

- **Recognize and accept the problem:** The first step in removing a communication barrier is to recognise the issue that is preventing conversation. In order to find viable answers and define the problem, this can be helpful.
- **Use clear and simple language:** Employ plain, straightforward language to avoid misunderstandings and to improve communication. Plain, straightforward language is free of jargon and technical phrases, which can assist to prevent miscommunications.
- **Establish common ground:** Create a relationship and establish trust to help with communication by finding areas of common interest or life experiences.
- **Ask for clarification:** If there is something you aren't sure about, ask for it to be explained. Having a thorough understanding of the message being communicated can be ensured thanks to this.
- **Employ nonverbal cues to convey your idea clearly:** Nonverbal cues, like facial expressions and gestures, can help you get your point across or overcome language problems.
- **Respect people and demonstrate empathy:** These traits can assist create a supportive and productive communication atmosphere and promote open and honest dialogue.
- **Employ active listening:** Active listening is a technique that entails paying attention, asking questions, and offering feedback. It can assist in resolving misconceptions and promoting efficient communication

Q11 Explain 7C's of Communication.

The seven Cs of communication are a series of guidelines that can aid in effective and efficient communication. These are:

- **Clarity:** Making certain that the message is unambiguous, clear, and succinct.
- **Conciseness:** Getting right to the point quickly, without using extraneous words or details.
- **Completeness:** Including all relevant data and eliminating gaps or omissions.
- **Correctness:** Ensure that the information is reliable and error-free by checking for correctness.
- **Concreteness:** Use of concrete examples or specifics as opposed to abstract or general assertions.
- **Consideration:** Being aware of the audience's requirements, tastes, and viewpoints.
- **Concreteness:** Speaking in an honourable and professional manner, avoiding insults and other forms of disrespect.