

Unit 1: Communication Skills – II

Assignment Solutions

Multiple-Choice Questions (MCQs)

1. "Who told you the truth?" What kind of sentence is this?

- a. Imperative
- b. Exclamatory
- c. Declarative
- d. Interrogative

Ans. d

2. "Open the door." What kind of sentence is this?

- a. Imperative
- b. Exclamatory
- c. Declarative
- d. Interrogative

Ans. a

3. Which of the following is a part of speech?

- a. Noun
- b. Adjective
- c. Preposition
- d. All of these

Ans. d

4. A school principal notices that students often misunderstand verbal announcements during assemblies because of background noise. To improve communication, she decides to display key announcements on the digital board and school website. Which type of communication does this represent?

- a. Verbal Communication
- b. Non-verbal Communication
- c. Visual Communication
- d. Informal Communication

Ans. c

5. During an online class, a student nods to show agreement, smiles to show understanding, and takes notes actively while listening to the teacher. Which type of feedback is being demonstrated in this scenario?

- a. Written feedback
- b. Negative feedback

- c. Non-verbal feedback

- d. Oral feedback

Ans. c

Very Short Answer Questions

1. Write any three basic elements of communication cycle.

Ans. Sender, receiver and message

2. Define oral communication.

Ans. It is the process of conveying messages through the word of mouth.

3. What do you mean by public speaking?

Ans. It is the process in which a single person addresses an audience.

4. Define non-verbal communication and give one example.

Ans. Non-verbal communication uses signs, gestures, body language, or facial expressions to convey messages.

Example: Nodding the head to show agreement.

5. What are the three parts of a sentence?

Ans. Subject, Verb, Object

Short Answer Questions-I

1. What do you understand by concreteness of a message?

Ans. It implies that the message should be specific and to the point. The details provided in the message should be definite and vivid.

2. What is the difference between positive and negative feedback?

Ans. Positive feedback refers to the feedback in which an individual is told about the areas where he/ she is doing well and is praised for the good performance. On the other hand, negative feedback refers to the feedback wherein an individual is told about the areas where he/she requires improvement.

3. What is a phrase? What are its different types?

Ans. A group of words in English is called a phrase. A phrase can be either short or long. A phrase can never include subject-verb pairing. Different types of phrases are as follows:

- Noun phrase
- Verb phrase
- Adjective phrase

4. What are the different types of communication based on the communication channel?

Ans. The types of communications are verbal communication, non-verbal communication, and visual communication.

5. How does feedback help in improving communication effectiveness?

Ans. Feedback confirms whether the receiver understood the message correctly. It helps the sender refine or clarify the message and ensures proper communication.

Short Answer Questions-II

1. Define paragraph. What are its different elements?

Ans. A paragraph may be defined as a set of sentences that are focused on a particular topic. The elements of a paragraph may be defined as:

- **Order:** The order may be defined as the way in which sentences are arranged in a paragraph. The sentences may be arranged based upon their importance.
- **Unity:** Each new line of the paragraph must define the topic in more detail. The focus should be on detailing of one topic. This is called paragraph unity.
- **Coherence:** Every sentence in a paragraph should be logically connected to the next line in the paragraph.
- **Completeness:** A paragraph is said to be complete if it provides sufficient information about a topic.

2. What do you understand by punctuation marks?

Ans. Punctuation marks are symbols that help to separate parts of a sentence to make it meaningful. Some punctuation marks are as follows:

- **Full Stop (.)**: It is used to indicate the end of a sentence.
- **Comma (,)**: It is used to indicate a pause in a sentence.
- **Question Mark (?)**: It is used at the end of a sentence to ask a question.

3. What is the purpose of capitalization in English language?

Ans. Capitalization is process of writing the first letter of a word in capital letter (uppercase) and the remaining letters in lowercase. Generally, we capitalize the first letter of the proper noun as well as the first word of the sentence. Some places where capital letter is used are as follows:

- For the first word of a sentence
- For names, proper noun, and pronoun "I"
- For directions, days, months, and holidays
- For language, cities, and countries
- For titles of books and movies as well as of people
- For quotations

4. Explain the difference between verbal and non-verbal communication with suitable examples.

Ans. Verbal communication refers to the use of spoken or written words to convey messages. It includes interactions such as conversations, speeches, and written formats like emails or letters. For example, giving a speech during a morning assembly or writing an email to a teacher are clear cases of verbal communication. On the other hand, non-verbal communication uses gestures, facial expressions,

posture, and body movements to express meaning without using words. Smiling to show friendliness or nodding to indicate agreement are common examples of non-verbal communication. Both forms play important roles in helping people understand each other effectively.

5. Describe any four of the 7Cs of effective communication.

Ans. Four important Cs of effective communication are clarity, conciseness, correctness, and courtesy. Clarity ensures that the message is simple, clear and easy for the receiver to understand without confusion. Conciseness means communicating in a brief and direct manner by avoiding unnecessary words or repetition. Correctness focuses on using accurate information and proper grammar so that the message is reliable and professional. Courtesy involves being polite and respectful while communicating, which helps maintain positive relationships and ensures that the receiver feels valued.

Long Answer Questions

1. Explain the importance of feedback in a communication cycle.

Ans. Communication is incomplete without feedback. In case of communication cycle with feedback, the receiver does not only receive the message, he/she can also respond to the sender. The response given by the recipient to the sender is called feedback. The following points highlight the importance of feedback in a communication cycle:

- It helps in improving the performance.
- It gives the facility for continuous learning.
- It helps in achieving goals on time.
- It enhances the qualities of an individual.
- It improves the work relationship.
- It helps in better decision-making.
- It helps in recognizing the strengths and weaknesses of an individual.

2. What are the factors for effective communication?

Ans. Communication can be called effective only if the receiver interprets the message as desired by the sender. For example, a business communication is called as effective, when it has seven qualities called the 7Cs or seven principles of effective business communication.

- **Clarity:** It implies that the communication should be clear enough so that the receiver can easily understand the message of the sender. Conveying clear information enables the receiver to read the mind of the sender.
- **Completeness:** It implies that communication should contain all the information necessary to get the desirable response from the sender. On the other hand, the sender should answer all the questions asked by the receiver and pay attention to all minute details. This leads to effective communication, which results in the accomplishment of predefined goals.
- **Conciseness:** It implies that the message should be free from superfluous details, which helps in saving the time of both, the sender and the receiver. Moreover, to make the communication effective, one should avoid wordy expressions and repetitions.
- **Consideration:** It requires preparing the message keeping the

recipient in mind. A sender, while sending the message should take into consideration the views, thoughts, background, mindset, and education level of the receiver and vice versa.

- **Correctness:** It implies that the message should state accurate facts and figures. Moreover, one should use the right level of language. In addition, the message should be free from grammar, spelling, and punctuation errors.
- **Concreteness:** It implies that the message should be specific and to the point. The details provided in the message should be definite and vivid. One should avoid using vague and obscure statements in the message.
- **Courtesy:** It constitutes one of the important elements of an effective business communication. One should use polite words in the message and should be appreciative, thoughtful, and tactful, while receiving or sending a message.

3. Explain the types of communication barriers.

Ans. For successful communication, one must be aware of the types of barriers that may obstruct the process of communication and how to overcome them. Various types of communication barriers are explained as follows:

- **Physical Barriers:** These are the barriers that occur due to environmental and natural factors and hinder the flow of messages. Noise, environment, climate, technical problem, workplace design, time, distance and information overflow are some physical barriers to effective communication.
- **Language Barriers:** The difference in the language, accent, and dialect of the communicating parties as well as the use of slangs and jargons can make messages ambiguous and unclear.
- **Gender Barriers:** Gender barriers arise due to misunderstandings or confusions in the intended message caused by male and female differences. In order to be effective, communication must be understood by both men and women.
- **Attitudinal Barriers:** The behaviour or perception of a person that may prevent him/her from conveying the message properly are called attitudinal barriers.
- **Perceptual Barriers:** Different people have different views. Different views may lead to misunderstanding. Most people interpret messages from their point of view. They do not try to understand the message from the sender's perspective. This may lead to miscommunication.
- **Cultural Barriers:** Social, religious, and ethical differences may lead to misunderstanding and misinterpretation of the messages.
- **Emotional Barriers:** Due to anger, fear and other kinds of emotions, sometimes, it becomes difficult to understand what someone wants to convey. Some people hold back their thoughts and feelings and do not communicate them to others.

4. Explain the various measures to overcome communication barriers.

Ans. Some measures to overcome communication barriers are explained as follows:

- **Try to Assess the Needs of Receiver:** The speaker or sender of the message should always ask for the feedback from the receiver's end. This helps in better understanding of the needs of the receiver and modifying the type or mode of communication, if required. The focus of the speaker should be on "know your audience".
- **Hone Your Active Listening Skills:** Listening plays a major role in making any communication/ conversation successful. To enhance your listening skills, you must first learn to acknowledge the thoughts and feelings of others without being judgmental.
- **Soften Your Tone and Language:** It is necessary for the boss of an organization to soften down his/her tone while talking to the employees as his/her every move is watched by others. One should be professional while speaking.
- **Encourage Feedback:** It is the responsibility of the sender to convey the message successfully to the receiver. To know whether this is happening or not, one should take feedback from the receiver frequently. This can be done by asking questions in between the conversation. Such feedback should be taken positively.

5. Discuss the importance of writing skills in professional communication. Give examples.

Ans. Writing skills play a crucial role in professional communication because they allow individuals to convey clear, accurate, and well-structured information to a wide audience. In workplaces, written communication is used in various forms such as emails, reports, notices, memos, instructions, proposals, and technical manuals. Strong writing skills help professionals communicate their ideas effectively, reduce misunderstandings, and maintain a high level of professionalism. A well-written message reflects the writer's clarity of thought and attention to detail, making the communication more credible and trustworthy. Good writing also eliminates spelling and grammatical errors, ensures that information is logically presented, and helps the receiver understand the message easily and quickly.

In many professions, writing is an essential daily task. For example, doctors must prepare clear and detailed patient reports so that other medical staff can provide proper treatment. Office staff frequently write emails to share information, give updates, or coordinate with team members. Programmers and software developers create user manuals and technical documentation that guide users in operating software or devices correctly. In all these cases, effective writing ensures smooth communication, supports efficient workflow, and helps achieve organisational goals.