

CLASS – 10 INFORMATION TECHNOLOGY (CODE-402)

PART – A

CHAPTER 1 – COMMUNICATION SKILLS

Answer the following questions :

1. Define Verbal Communication?

When people typically define verbal communication, they tend to refer to spoken language. However, **verbal communication refers to any exchange that uses words to communicate information**. In this way, writing is also a form of verbal communication. Both writing and speaking rely on the speaker, and the listener has the same understanding of what words and sounds mean.

Verbal communication requires that the speaker and the listener both speak the same language. However, even within the same language, there are opportunities for errors. **Slang or dialect** that ascribes different meanings to words can be confusing. Additionally, not sharing a vocabulary can make it difficult for people to understand one another through verbal communication.

Since communication is the act of passing information between individuals, the act of transmitting the information and the act of receiving it are of equal importance. Verbal communication delivered in speech is also accompanied by nonverbal communication. Written verbal communication has nonverbal cues on which to rely, so clarity is even more important in this case. Tone and intention must be clear in the words.

2. Give two examples of non-verbal communication?

- Avoid slouching. Sit with your back straight up against the chair or lean slightly forward to convey engagement.
- Steer clear of smiles or laughter when messages are serious.
- Display some animation with your hands and facial expressions to project a dynamic presence. (But avoid talking with your hands excessively, which can appear unprofessional and unpolished.)
- Don't bring your phone, a drink, or anything else that could distract you during an interview or meeting.
- Eliminate fidgeting and shaking of limbs.
- Establish frequent but not continuous or piercing eye contact with interviewers.
- Focus on the conversation.
- In a group interview, shift eye contact to the various speakers.
- Introduce yourself with a smile and a firm handshake. Be sure that your palms are dry.
- Keep your hands away from your face and hair.
- Listen carefully, and do not interrupt.

- Maintain open arms—folded arms can convey defensiveness.
- Modulate your vocal tone to express excitement and punctuate key points.
- Nod to demonstrate understanding.
- Observe the reaction of others to your statements.
- Read the nonverbal signals of others. Provide clarification if they look confused, and wrap up if they have heard enough.
- Refrain from forced laughter in response to humor.
- Avoid looking at the clock, your phone, or displaying any other signs of disinterest.
- Respect the amount of personal space preferred by your communication partners.
- Rotate eye contact with various speakers in group interviewing or networking situations.
- Shake hands firmly without excessive force.
- Show that you're interested in what the interviewer is telling you.
- Smile to indicate that you are amused or pleased with the conversation.
- Stay calm even when you're nervous.
- Steer clear of monotone delivery.
- Wait until the person is done talking to respond.

3. What are the disadvantages of visual communication?

In spite of various advantages of visual communication methods, some of its disadvantages are:

1. **Limited Scope:** All topics or subject matters cannot be presented through visual communication. Plan, policy, systems, rules, order and recommendation of an organisation cannot be produced in terms of visual communication.
2. **Too Brief:** A complete and detailed information cannot be displayed through this communication method.
3. **Not Easy to Understand:** Drawing, graphs, charts or symbols may not convey any message to people who don't have specialised knowledge of the subject matter. Special knowledge and efficiency are required to deal with visual communication. For example, drawing of a building or a sketch of a bridge may not be clear to general people but engineers, architects and technical persons can easily deal with such situation.
4. **Not Cost Effective:** To use graphs, pictures, charts, drawing, cartoons and sketch is not cost effective. All these require various tools and techniques which are costly.
5. **Prone to Misinterpretation:** Sometimes information displayed in terms of icons, emoticons, graphs, charts or tables may be in wrong order. Decisions taken on the basis of such information may lead to ineffective outputs or fruitless results.

4. What are the components of communication cycle?

Communication cycle is comprised of the following eight components:

- **Sender (source):** Also known as the 'source'. He/she is the person who wants to send the information.
- **Idea:** The information or ideas the source/sender wants to share with the receiver (also known as 'target').
- **Message:** This is the actual piece of information that is intended to be sent from the source/sender to the target/receiver.
- **Encoding:** Here, the source/sender selects a common language that can be understood by the target/receiver and encodes (converts into mutually understandable language) the information.
- **Communication channel:** The source/sender selects an appropriate medium or channel, such as a face-to-face dialogue, letters, faxes, telephone calls, electronic mails, and so on, to transfer the information to the target/receiver.
- **Receiver (target):** The receiver or the target to whom the information is intended to be sent.
- **Decoding:** Here, the target/receiver interprets (comprehends) the information that was encoded and sent by the source/sender.
- **Feedback:** The target/receiver's response (or non-response) to the source/sender's information.

5. What do you understand by descriptive feedback?

Besides, feedback can be **descriptive** or **prescriptive** in nature. Descriptive feedback merely identifies or describes one's action – *good* or '*not-so-good*'. For example, your teacher may say that "your communicating style is good," or "your verbal communication and non-verbal communication are incongruent or not-so-good." On the other hand, **prescriptive** feedback provides you advice on *how* you should communicate. For instance, after a speech which you believe was ineffective, you ask your teacher, "Mam, how was my speech?" Your teacher responds saying "You spoke very fast and your pronunciation was not clear. You should slow down your speaking speed, and also practice your pronunciation."

6. What do you mean by communication barriers?

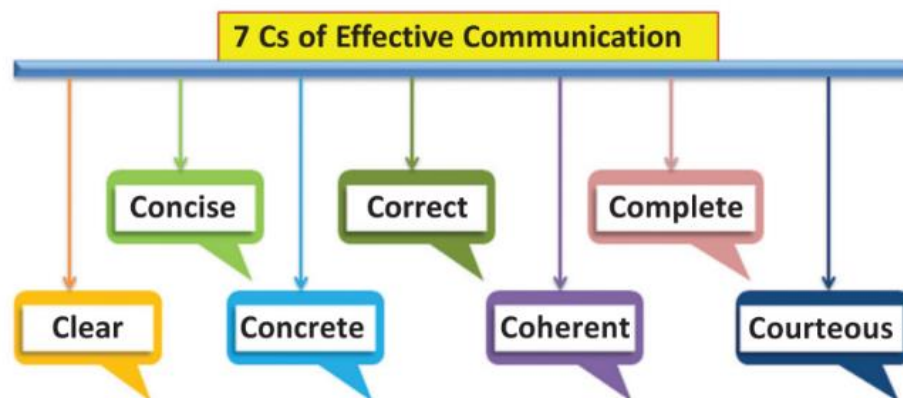
A communication barrier is anything that prevents you from receiving and understanding the messages when others convey their information, ideas and thoughts.

7. Explain Environment based barrier with example?

Environment-based Communication Barriers: These factors lie outside the eight components of the communication cycle; they are in the surroundings or external environment where communication takes place. They may be related with the noisy or non-conducive communication climate; a physical or chronomatic (time-related) issue pertaining to a particular society/culture; an ethical or social concern, a technological glitch, etc. These environmental barriers may result due to various elements both within and beyond control, such as stuffy rooms with poor seating arrangements, a huge and unmanageable audience; a screeching microphone or excessively interruptive telephone/mobile phone; incompatible computer software or snail-paced Internet connection. For example, a sender who wants to send an urgent message about his ill health which doesn't allow him to go for work, tries to call his colleague but his cell phone has been switched off and his landline telephone is out of order, This prevents him from sending messages to the desired person at desired time.

8. What do you mean by 7Cs of effective communication?

Effective communication is important for professional and personal success. The 7 C's of effective communication, also known as the seven principles of communication are a useful way to ensure good business communication.



The 7 Cs are:

- **Clear.** The message should be clear and easily understandable to the recipient. The purpose of communication should be clear to the sender only then the receiver will be sure about it. It is also achieved when the speaker focuses only on a single objective in his/her speech so as not to confuse the audience.
- **Concise.** The message should be precise and to the point. The sender should avoid lengthy sentences and try to convey the subject matter in the least possible words. The short and brief message is more comprehensive and helps in retaining the receiver's attention.
- **Concrete.** Communication should be concrete, which means the message should be clear and particularly such that no room for misinterpretation is left. All the facts and figures should be clearly mentioned in a message so as to substantiate what the sender is saying.
- **Correct.** Correct messages have a greater impact on the receiver. The message should be correct, i.e., a correct language should be used and the sender must ensure that there are no grammatical and spelling mistakes. Also, the message should be exact and well-timed.
- **Coherent.** Being coherent is a combination of clarity, conciseness and concreteness. In order to communicate well, it is important to relate to the target group and be involved. By taking the audience into account, the message can be geared towards them and should make sense and should be related to the main topic. Factors that play a role in this are for example: professional knowledge, level of education, age and interests.
- **Complete.** The message should be complete, i.e., it must include all the relevant information as required by the intended audience. The complete information gives answers to all the questions of the receivers and helps in better decision-making by the recipient.
- **Courteous.** The speaker shows courtesy in communication is respecting the culture, values and beliefs of his/her receiver. It implies that the sender must take into consideration both the feelings and viewpoints of the receiver such that the message is positive and focused at the audience. The message should not be biased and must include the terms that show respect for the recipient.

9. How do you keep your message concise?

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

10. What are the eight parts of speech?

Parts of Speech: Words in english language (according to their functions in a sentence) can be classified into the following **eight** parts of speech.

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

Parts of Speech	Function of the Word	Example Words	Example Sentences
Noun	names a thing or a person	pen, dog, work, music, town, London, teacher, lion	<ul style="list-style-type: none"> • This is my dog. • He lives in my house. • We live in Ajmer.
Pronoun	replaces a noun	I, you, he, she, some	<ul style="list-style-type: none"> • Tina is Indian. She is beautiful.
Adjective	describes a noun	a/an, the, some, good, big, red, well interesting	<ul style="list-style-type: none"> • I have two dogs. • My dogs are big.
Verb	defines action or state	(to) be, have, do, like, work, sing, can, must	<ul style="list-style-type: none"> • India is a country. • I like India. • The bird sang.
Adverb	describes a verb, an adjective or an adverb	quickly, silently, well, badly, very, really, soon, later, fast, early	<ul style="list-style-type: none"> • My dog eats quickly. • When he is very hungry, he eats really quickly.
Preposition	links a noun to the other words in a phrase/ clause/sentence	to, at, after, on, but, although, still, yet	<ul style="list-style-type: none"> • We went to school on Monday. • The cat is under the table. • Look at the board.
Conjunction	joins clauses or sentences or words	and, but, when, while, whereas	<ul style="list-style-type: none"> • I like pizza and burgers. • I like sandwiches but I don't like pasta. • I eat pizza when I go to restaurants.
Interjection	short exclamation, sometimes inserted into a sentence	oh!, ouch!, hi!, well	<ul style="list-style-type: none"> • Ouch! That hurts! • Hi! How are you? • Well, I don't know.

TABLE 1.2: PARTS OF SPEECH

11. Explain parts of sentences?

A sentence can be divided into the following two parts:

1. Subject part 2. Predicate part

Look at the given sentences divided into two parts:

A (Subject part)	B (Predicate part)
Dogs	bark.
Sudha	is a doctor.
He	teaches information technology.
This intelligent scientist	has invented the fastest way of communication.
The President of India	has awarded the actor a national award for acting.

TABLE 1.1: PARTS OF A SENTENCE