

**B.C.M. School basant Avenue Employability Skills**  
**Assignment -1**  
**Ch- COMMUNICATION SKILLS**

Q.1 What is communication?

Ans.- The imparting or exchanging of information by speaking, writing or using some other medium and means of sending and receiving information.

Q.2 Write down the types of Communication on the basis of channel. Ans.- Non- Verbal and Verbal.

Q.3 What are learning objectives of effective communication?

Ans.- 1) Development of interpersonal skills.  
2) To express effectively and with maximum efficiency.

Q.4 Write any five communication barriers.

Ans.- 1) The use of jargon could be over complicated or used unfamiliar terms.  
2) Emotional barriers and taboos.  
3) Differences in perception and view point.  
4) Physical disabilities such as hearing problems or speech difficulties.  
5) Language differences and the difficulty in understanding unfamiliar accents.

Q.5 What is 'Active Listening?'

Ans.- Active Listening is a skill that can be acquired and developed with practice. 'Active listening' means listening actively. That is fully concentrating on what is being said rather than just 'hearing' the message of the speaker. Active listening involves listening with all senses.

Q6. What are the 7 C's of Communication?

Ans.- 1) Completeness.  
2) Conciseness.  
3) Clarity.  
4) Correctness.  
5) Concreteness.  
6) Consideration.  
7) Courtesy.

Q.7 Define the 7 C's of Communication.

Ans.- A) Completeness- The communication must be complete. It should convey all facts required by the audience. The sender of the message must take into considering the receiver's mind set and convey the message

accordingly.

(B) Conciseness- Conciseness means wordiness i.e. communicating what you want to convey in least possible words without forgoing the other C's of communication. Conciseness is a necessity for effective communication.

(C) Clarity- Clarity implies emphasizing on a specific message or a goal at a time rather than trying to achieve too much at once.

(D) Correctness- Correctness in communication implies that there are no grammatical errors in communication.

(E) Concreteness- Concrete communication implies being particular and clear rather than fussy and general.

Concreteness strengthens the confidence.

(F) Consideration- Consideration implies 'stepping into the shoes of others.' Ensure that the self- respect of audience is maintained and their emotions are not at harm. Modify your words in message to suit the audience's need.

(G) Courtesy- Courtesy in message implies the message should show the sender's expression as well as should respect the receiver. The sender of the message should be sincerely polite, judicious, reflective and enthusiastic.

Q.8 What is a sentence? Name its types.

Ans.- A sentence is a group of words giving a complete thought. A sentence must contain a subject and verb. Its

types are:-

(1) Simple.

(2) Compound.

(3) Complex.

Q.9 Describe the types of sentences with examples.

Ans.- (A) Simple Sentence- A Simple Sentence is one independent clause that has a subject and a verb and

expresses a complete thought. For example-

1) I am out of papers for the printer.

(B) Compound Sentence- A Compound Sentence allows us to share a lot of information by combining two or more

related thoughts into one sentence. For example-

1) I drove to the office and then, I walked to the cabin.

(C) Complex Sentence- A Complex Sentence is a sentence that combines one independent with at least one dependent clause. For example,

1) Although Rohan had some doubts, he found the courses very useful.

Q.10 Define the parts of a sentence.

Ans.- A sentence has two parts:- 1) Complete Subject. 2) Complete Predicate.

1) Complete Subject- The complete subject consists of simple subject and its modifiers.

2) Complete Predicate- The complete predicate is made up of verb and its modifiers.

Q.11 What are the eight parts of speech?

Ans.- A category to which a word is assigned in accordance with its syntactic functions. In English, the eight parts of speech are:-

1) Verb.

2) Noun.

3) Adverb.

4) Adjective.

5) Pronoun.

6) Preposition.

7) Conjunction.

8) Interjection.

Q.12 Define the terms- Paragraph and Article Writing.

Ans.- (A) Paragraph- A paragraph is a series of sentences that are organized and coherent and are all related to a single topic.

(B) Article Writing- Article Writing is the process of creating a non-fiction text about current or recent news, items of general interest or specific topics.

Q.13 Define the terms- Specific Feedback and General Feedback.

Ans.- (A) Specific Feedback- Specific Feedback provides detailed or specific information on what the student did well or not so well.

General feedback- General Feedback on the other hand is very non-specific, such as “good job” or “you did great.”

Q.14 What are the features of Complete Communication?

Ans.- A complete communication has following features:-

1) Complete communication develops and enhances reputation of an organization.

- 2) A complete communication always gives additional information wherever required. It leaves no questions in the mind of receiver.
- 3) Complete communication helps in better decision-making by the audience/readers/receivers of message as they get all desired and crucial information.
- 4) It persuades the audience.

Q.15 What are the features of concise communication?

Ans.- A concise communication has following features:-

- 1) It is both time-saving as well as cost-saving.
- 2) It underlines and highlights the main message as it avoids using excessive and needless words.
- 3) Concise communication provides short and essential message in limited words to the audience.
- 4) Concise message is more appealing and comprehensible to the audience.

Q.16 What are the features of Concrete Communication?

Ans.- A Concrete Message has following features:-

- 1) It is supported with specific facts and figures.
- 2) It makes use of words that are clear and that build the reputation.
- 3) Concrete messages are not misinterpreted.

Q.17 What are the features of Correct Communication?

Ans.- A Correct Communication has following features:-

- 1) The message is exact, correct and well-timed.
- 2) If the communication is correct, it boosts up the confidence level.
- 3) Correct message has greater impact on the audience/readers.
- 4) It checks for the precision and accurateness of facts and figures used in the message.
- 5) It makes use of appropriate and correct language in the message.

Q.18 Is it important to clearly communicate instructions, ideas and concepts that can help you find

success in any career? State True/ False

Ans.- True.

Q.19 Communication is sharing of information through typing, printing symbols like letters and numbers. a) Verbal b) Non- verbal c) Written d) Visual

Ans.- Written.

Q.20 Hearing is .

a) Active b) Passive c) Both (a) and (b) d) None of the above

Ans.- Passive.

Q.21 Which is not a step in active listening?

a. Contact b. Absorb c. Confirm d. Time

Ans.- Time.

Q.22 A piece of writing with exactly fifty words is a) Article b) Paragraph c) Mini saga d) Short story.

Ans.- Mini Saga.

Q.23 The part of speech which joins words, phrases, or clauses is: a) Preposition b)

Conjunction c)

Interjection d) Adjective

Ans.- Conjunction.

Q.24 A must contain a subject and a verb. a) Word b) Sentence c) Phrase

Ans.- Sentence.

Q.25 An active listener is one who (a) Looks at who is talking b) Pays attention (c) Asks questions

(d) All of the above

Ans.- All of the above.

Q.26 Choose the answer that names the part of speech of the capitalized word in the following sentence: The usher CLOSED the door. a) Noun b) pronoun c) verb d) adverb

Ans.- Verb.

Q.27 Identify the following: The process of creating a non –fiction text about current or recent news,

items of general interest or specific topic is called a) Writing skills b) paragraph writing c) Article writing

d) None of these

Ans.- Article Writing.

Q.28 What is a paragraph?

Ans.- A paragraph is a series of sentences that are organized and coherent, and are all related to a single topic.

Q.29 What is mini-saga? Who invented it?

Ans.- A mini saga is a piece of writing with exactly fifty words. It has to tell a story, has a beginning,

middle and an end. Mini sagas were 'invented' by the Science fiction writer Brian Aldiss, who thought it,

would be fun and challenging to tell/write a story in very few words.

Q.30 Suresh has to appear for his first job interview. Mention at least 2 points he shall keep in mind before appearing.

Ans.- What to do before an interview • Get a good night's sleep the night before • Do research • Prepare questions beforehand • Know who will be interviewing and learn a bit about their background • Know your strengths and put together a list of them • Prepare a solid list of references

Q.31 Write two advantages of active listening.

Ans.- 1. It helps you truly understand what people are saying It can help build rapport with your interviewer.

2. It can help reduce your nervousness during an interview.

Q.32 Explain any preposition phrase and noun phrase with example.

Ans.- Prepositional Phrase- A prepositional phrase always starts with a preposition and ends with a noun or pronoun (and its modifiers) that is called the object of the preposition. Example Through the wheat field (here the Preposition: through and Object of the preposition: the wheat field). A noun phrase is any noun or pronoun along with its modifiers. Example – The school children yesterday's newspaper

Q.33 Mention any two positive skills of listening.

Ans.- An active listener does the following – Avoids interrupting at all costs. Summarizes and repeats back what he/she has heard. They also observe body language to get an extra level of understanding.

Q.34 Why is active listening important in the workplace?

Ans.- Whether we are seeking a new job opportunity, striving to earn a promotion or working to improve in our current role improving our active listening skills will help us succeed. Much like critical thinking and conflict resolution, this soft skill will help to improve our personality. It helps us build connections, identify and solve problems.

Q.35 Sanya always pay attention to what teacher says, look at teacher, do not talk in between, asks question, follow directions and visualize what is being said. This form of effective communication is referred as:

Ans.- Active listening.

Q.36 Mr. Mahesh is telling a story to all his students. He made it an interesting activity by involving all the students. Identify the skill being developed by the teacher in students:

a) Problem solving b) Active listening c) Trust building d) Writing Skills

Ans.- Active Listening.