

Exercises

Short answer questions (II)

Q-What are the main components of body language?

1. The main components of body language are:

Broadly speaking, your body language comprises the following three components.

- (a) **Eye Contact:** It is a direct and powerful tool of communication. The way in which we look at someone often reveals our feelings towards them at the moment. For example, we tend to look at something at length if we like it but turn our gaze away quickly if it doesn't appeal to us. Nothing builds trust and rapport with a person as effectively as eye contact. The use of eye contact varies significantly from place to place. For example, in villages and small towns looking into the eyes of an elder person is considered rude while in cities not looking into the eyes with others while communicating is taken to be a sign of deception.
- (b) **Head Position & Movement:** If you watch two people in the middle of a conversation, you will notice that, in addition to the movement of their mouths and change in facial expressions as they talk, they hold their heads at different angles or move their heads in what may appear to be quite random ways. The most obvious and perhaps most frequently used head movement is the nod, signifying agreement or approval. It is important to use

the proper head movements when talking as well as listening to people, as improper head movements can quickly sour a relationship. For example, a nod must not be used when a shake would be more appropriate, and vice versa.

- (c) **Facial Expression:** When communicating with others, our faces often reflect the emotions — pleasant or unpleasant — that we feel at that point in time. Facial expression refers to certain movements or contortions of the facial muscles that facilitate the non-verbal communication of emotions.

Q-state the elements of communication cycle.

2. The main elements of communication cycle are as follows:

- | | |
|-------------------------|--------------|
| (a) Sender | (b) Idea |
| € Message | (d) Encoding |
| € Communication channel | (f) Receiver |
| (g) Decoding | (h) Feedback |

Q- Briefly explain the role of language in communication.

3. Language plays an important role in any communication process where both the sender and the receiver must be reasonably comfortable in the language used. This is because in any communication process — oral or written, the sender(s) encode(s) ideas, which the receiver(s) decode(s) to understand and give feedback accordingly. Any lapse on either side may lead to a communication failure.

Q- what is the role of environment in communication?

4. If the environment in which communication takes place is not conducive i.e. it is noisy, over-crowded, filthy, smelly, dark or inadequately ventilated, it may affect the communication process adversely.

Q- Write a short note on uses of articles.

5. Using indefinite article ('A'/'An') correctly

Rule 1: ‘A’ in spite of being an indefinite article, can be used before names of meals when these are preceded by an adjective.

Example: She gave me a good breakfast at 8 am.

Rule 2: ‘A’ / ‘an’ is used before a singular countable noun which is used as an example to represent a class. **Example:** The cow is a useful animal.

Rule 3: It must be borne in the mind that ‘man’ or ‘woman’, when used in a general sense to represent ‘mankind’ as a whole, never takes an article.

Example: Man is mortal. (no article)

Woman is man’s better half. (no article)

Rule 4: ‘A’ can be used before Mr/Miss/Mrs + first name/ surname

Example: A certain Mr Bose gave me call asking about you.

Is there a Rajat working in the accounts department of your office?

Rule 5: ‘A’ / ‘an’ is used after the words like: many, rather, such, quite etc. in certain structures.

Example: Many a friend of mine is attending the party.

Using definite article (‘the’) correctly

Rule 1: ‘The’ is used before a noun denoting a hospital, temple, school, college, prison, etc., if its purpose or use is not referred to say if used not in its primary purpose.

Example: He has gone to the hospital to visit a friend, where he is employed.

Rule 2: ‘The’ is used before an adjective in the superlative degree.

Example: Michael is the tallest boy in the class.

Rule 3: ‘The’ is used with nouns indicating what is unique such as: the sun, the moon, and the specific people or things.

Example: The sun rises in the east.

No, not this Mr Reddy. I want the Reddy who signed this letter.

Rule 4: ‘The’ is used before an abstract noun or a material if it is used with the adjunct (a qualifying clause) or when there is a particular reference to the material noun.

Example: The gold you have brought from Dubai is of good quality.

Rule 5: ‘The’ is used before a singular countable noun which picks out one individual, object, etc., as representative of a class, like the rich, the poor, the Dutch **Example:** The tiger is a ferocious animal.

Long answer questions.

Q- Explain the various methods of communication.

D. 1. As per the occasion and need people use different methods of communication.

Broadly speaking the following three methods of communication are commonly used in our day-to-day lives:

(a) Verbal Communication.

(b) Non-Verbal Communication.

(c) Visual Communication.

(a) **Verbal Communication:** As the term indicates, it is a method of using words for sharing messages to others in a mutually understandable language, be it English, Hindi, Urdu, Chinese, French or Spanish. Your verbal communication comprises a written or oral message that uses ‘words’ (of any language). In spite of various pros of written and oral communication methods, one of its cons is that it is dependent on words of a common language for information shared between the sender and the receiver.

Components that make verbal communication effective are —

language competency, vocabulary, general awareness, domain knowledge (in your case Information Technology) and listening.

(b) **Non-Verbal Communication:** As the term indicates, it is a method of using anything other than words for conveying information. Your non-verbal communication comprises the gestures and postures of your body language and supports your oral communication. According to Dr. Albert Mehrabian, one of the pioneers in the field of body language, spoken words only account for 7 per cent of what a listener perceives; the remaining 93 per cent originates from nonverbal cues, such as the speaker’s body language (55 per

cent); and vocalics or the tone employed in the delivery of the words (38 per cent).

- (c) **Visual Communication (Also Known as Graphic Communication):** The term indicates any method of communication that relies on visual cues such as pictures, graphics or illustrations for sharing messages with people. The creative minds that create visual images make use of colours, textures, contours and shapes that communicate not just messages but also emotions, attitudes, experiences, lifestyles and concepts. Like art, visual representation has the power to reach beyond language,

Q- Explain the elements of communication cycle.

2. The main components of communication cycle are as follows: (a)

Sender: The sender who wants to send the information.

(b) **Idea:** The information or ideas the sender wants to give the receiver.

(c) **Message:** The actual message that is sent.

(d) **Encoding:** The sender selects a common language that can be understood by the receiver and encodes the information.

(e) **Communication channel:** The sender selects an appropriate medium or channel, such as a face-toface dialogue, letters, faxes, telephone calls, electronic mails, and so on, for the delivery of the information to the receiver.

(f) **Receiver:** The receiver of the information.

(g) **Decoding:** In order to interpret or understand the information, the receiver deciphers the encoded information sent by the sender.

(h) **Feedback:** The receiver's response (or non-response) to the sender's information.

Q- Explain the factors affecting perspective in communication.

3. The important factors that affect communication perspectives are:

(a) Visual perception

(b) Language

(c) Past experience

(d) Prejudices

(e) Feelings and Emotions

(f) Environment

- (a) **Visual perception:** It is a mental block that result from your own visual perception. We all see the world differently based on preconceived ideas and notions. The way we perceive a subject or an event affects the way our thoughts about it are converted while communicating — sending, receiving, interpreting or analysing a message. However, the challenge is that if the senders' and receivers' visual perceptions are not aligned, it can cause barrier in their communication process.
- (b) **Language:** Language plays an important role in any communication process where both the sender and the receiver must be reasonably comfortable in the language used. This is because in any communication process — oral or written, the sender(s) encode(s) ideas, which the receiver(s) decode(s) to understand and give feedback accordingly. Any lapse on either side may lead to a communication failure.
- (c) **Past Experience:** Your past experience shapes your attitude towards a person, place or situation. The same is true with the other person as well. It is normal for two individuals to have different attitude and approach of doing things based on their past experience. But the problem may happen when a sender of the message tends to explain things in a way that he/she had experienced while, the receiver's experience of understanding the same message is different.
- (d) **Prejudices:** Often communication fails because the sender or the receiver may have some or the other kind of prejudices in their mind which tends to pass some sort of business in the messages shared.
- (e) **Feelings:** Our feelings or emotional state of mind plays an important role in the act of communication. People do not see things as they otherwise would, when under stress of some sad or angry feelings. Studies show that people with high emotional intelligence (EI) are likely to be more emotionally stable and is far less affected by their feelings than people who scores low on emotional intelligence.
- (f) **Environment:** If the environment in which communication takes place is not conducive i.e. it is noisy, overcrowded,

filthy, smelly, dark or inadequately ventilated, it may affect the communication process adversely.

Q- Explain the meaning of phrase with example.

4. Phrase is a group of words that just gives some hint of the idea that the sender of the message wants to communicate. Hence, phrase only gives partial meaning but not a complete meaning. Phrases do not have finite verbs.

Example: early in the morning, late in the evening, hard work, set aside, difficult task etc.

There phrase can be changed into a sentence by adding a finite verb, a subject (and sometimes an object too) in them. See the examples given below:

Example: I get up early in the morning. Father comes late in the evening from his office.

We all must do hard work. I have kept some money aside for my computer training. It is a difficult task to do.

N:B- (write the questions & answer in your IT copy)
