GOVT. MAHILA ENGINEERING COLLEGE, AJMER

I Mid-term B.Tech Sem: II 2017-18

Duration: 1hr. Communication Skills (Sec.E) Marks: 20

**Q.1Write short note on the following (any 4) 1x4=4**

**a. Listening is a communication tool.**

Ans.: Without considering listening as an important tool, any discussion of oral communication can be considered as incomplete. It is very important in order to make an oral communication effective.

**b. Para language.**

Ans.: Para language is a language-like language. It differs from language in terms of absence of words. Therefore, it falls under a type of non-verbal communication system. It is important in communication because it reveals the background (region/nation, mood, education etc.) of the speakers.

**c. Space language.**

Ans.: It is a unique way of non-verbal communication system. It is also called ‘proxemics’. It takes the space into account for communication. The distance accounted for communication is such as:

1. Intimate: Physical contact to 18 inches
2. Personal: 18 inches to 4 feet
3. Social: 4 to 12 feet
4. Public: 12 feet to as far as we can see or hear.

**d. Interpersonal communication.**

Ans.: This type of communication happens between two people. It takes place through use of the words or symbols. It becomes effective two participants have shared information, background and experience.

**e.‘Encoding’ vs. ‘Decoding’.**

Ans.: Encoding refers to the selection of methods to fit the message. Decoding refers to attaching meaning to the words or symbol.

**f. Grapevine chain.**

Ans.: **grapevine** is an informal, unofficial and personal communication channel or system that takes place within the organization as a result of rumor and gossip. It is a complex web of oral information flow linking all the members of the organization

**Q.2Answer the following questions (any 2) 2x2=4**

**a. Body language.**

Ans.: Body language has an important role in communication system. It is a nonverbal communication that involves body movement. Gesture is very common to refer to body language. Apart from gesture, facial expression, body posture, head movement also play important role while it comes to body language. For example, holding our head high indicates showing self-respect and honour, confidence and interest. Body language is also called kinesics. It is also said that words may mislead the message sometimes but it gets expressed through body body language.

**b. Formal and informal channels of communication**.

Ans.: A formal communication channel transmits information such as the goals, policies and procedures of an organization. Messages in this type of communication channel follow a chain of command. This means information flows from a manager to his subordinates and they in turn pass on the information to the next level of staff.

An example of a formal communication channel is a company's newsletter, which gives employees as well as the clients a clear idea of a company's goals and vision. It also includes the transfer of information with regard to memoranda, reports, directions, and scheduled meetings in the chain of command.

A business plan, customer satisfaction survey, annual reports, employer's manual, review meetings are all formal communication channels.

Within a formal working environment, there always exists an informal communication network. The strict hierarchical web of communication cannot function efficiently on its own and hence there exists a communication channel outside of this web. While this type of communication channel may disrupt the chain of command, a good manager needs to find the fine balance between the formal and informal communication channel.

An example of an informal communication channel is lunchtime at the organization's cafeteria/canteen. Here, in a relaxed atmosphere, discussions among employees are encouraged. Also managers walking around, adopting a hands-on approach to handling employee queries is an example of an informal communication channel.

Quality circles, team work, different training programs are outside of the chain of command and so, fall under the category of informal communication channels.

**c. Provide active form of the following sentences:**

i. This cake was baked by my friend for the occasion of my birthday.

Ans.: My friend baked this cake for the occasion of my birthday.

ii. The shirt has been flown by the wind.

Ans.: The wind has flown the shirt.

**Q.3 Answer to the following questions (any 3)**

**a. What do you mean by barriers to communication? Provide some measures/remedies to overcome some barriers to communication. 1+3=4**

Ans.: A communication barrier is anything that prevents you from receiving and understanding the messages others use to convey their information, ideas and thoughts. These barriers may be related to the message, internal barriers related to thoughts and feelings, or external barriers.

Overcoming communication barriers requires efforts at different levels. At organizational levels, top management should try to ensure free and flawless communication. Below are some remedies to overcome certain communication barriers:

1. Overcome perception barriers: One of the main problems of communication is due wrong and negative perception people have. Usually we are not aware of our fellow beings. Infact, they do not let man to know that he is at fault. To overcome these faults one should transform one’s perception on regular basis.
2. Effective listening: Listening plays an important role in communication process. One can win other person’s heart by listening to him totally and emphatically. Proper listening assures the speaker that the listener is sincere and trustworthy, and paves the way for free and open communication.
3. Use appropriate channel: Every communication situation requires use of different channels. The sender should use those in appropriate manner.

**b. What do you mean by ‘communication’? Write any two characteristics of communication. How does communication take place (cycle)? 1+1+2=**4

Ans.: Communication is a process through which we exchange meanings, ideas, thoughts, facts opinion or emotions with other people.

**Characteristics:** 1. Communication is a two way process. Information has not only been sent but it also has been received as well as understood.

2. Communication is a continuous process. When communication is missing human activity ceases to exit.

**Cycle of communication:** The communication process involves a sender, transmission of message through a selected channel and a receiver. The receiver encodes the message and provides feedback in order to make the communication meaningful.

**c. Distinguish between oral and written types of communication.** **4**

Ans.: **Oral communication** is the process of verbally transmitting information and ideas from one individual or group to another. Oral communication can be either formal or informal. Examples of informal oral communication include:

* Face-to-face conversations
* Telephone conversations
* Discussions that take place at business meetings

More formal types of oral communication include:

* Presentations at business meetings
* Classroom lectures
* Commencement speeches given at a graduation ceremony

**Written communication** involves any type of message that makes use of the written word. Written communication is the most important and the most effective of any mode of business communication.

Some of the various forms of written communications that are used internally for business operations include:

* Memos
* Reports
* Bulletins

Examples of written communications generally used with clients or other businesses include:

* Email
* Internet websites
* Letters

**d. Write any four features of good communication. 4**

Ans.: The four basic features of good communication are:

1. **CLEARNESS**  
   To be effective, communication has also to be clear and specific. To achieve clearness, the message should focus on a single objective, thus emphasising its importance and catering for a prompt understanding of its contents. Clear communication also requires the adoption of the relevant terminology, thus reducing ambiguities and confusion in the communication process.
2. **CORRECTNESS**  
   Using grammar and syntax correctly vouches for increased effectiveness and credibility of the message. In fact, grammar and syntax mistakes make it harder for the recipient to decode the message and understand its contents. Also, they have a negative impact on the overall communication, as they show that the sender hasn't taken his time to craft his messages more carefully.
3. **COMPLETENESS**  
   To be effective, communication should be complete, i.e. it should include all the information the recipient needs to evaluate its content, solve a problem or make a decision. Complete communication reduces the need for follow-up questions and answers, and improves the quality of the overall communication process.
4. **4. CONCISENESS**  
   Conciseness is not about keeping the message short, but rather about keeping it to a point. Conciseness in communication happens when the message does not include any redundant or irrelevant information. Concise communication prompts a better understanding of the message, because the recipient can focus on the key points and does not get distracted by a wealth of minor details.