

METHODS OF COMMUNICATION - CHAPTER 1

1. What are the advantages and limitations of oral communication?

Explain with examples.

The advantages of the oral communication are

- A. Oral communication helps in building relationships.
- B. It encourages involvement in team work and the decision making process.
- C. It provides immediate feedback, so time saving.
- D. It is cost effective.
- E. It is the preferred mode of communication in private or confidential matters.

Disadvantages of oral communication are

- A. Potential for misinterpretation or miscommunication.
- B. 'Difficulty in complex and lengthy messages.
- C. It has no legal validity.
- D. It doesn't provide documentation or permanent records.
- E. For certain people it is difficult to understand due to accents and pace of communication.

2. Explain with the help of an example how body language may support or contradict a message.

Body language can significantly impact how a message is perceived, often either supporting or contradicting the verbal message.

For Example a teacher begins the thrilling tale of "Treasure Island" to her students, her gesture behavior immediately captures the attention of her students. With a warm smile and enthusiastic eye contact students will get the story and will have an impression on them.

Contradictory if she just read the story without any body language it will not impact the students and most of them will forget the story before completion.

3. What is the significance of visual communication?

Visual communication plays a crucial role in human interaction and is significant in interaction with many people. It helps share ideas easily, even across different languages and cultures. Pictures, charts, and videos make information clear and memorable, catching people's attention and making it easier to understand. They're also great for building brand identity and influencing how people feel.

Visuals help people make decisions faster and are key to creating messages that really connect with different kinds of people, no matter where they're from.

4. Enlist the disadvantages of non-verbal communication?

The disadvantages of non-verbal communication are

1. Ambiguity
2. Lack of clarity
3. Limited expressiveness
4. Difficulty in case of mixed languages or cultures.
5. Limited accessibility and feedback.

COMMUNICATION CYCLE - CHAPTER 2

1. What is communication?

The process of transferring or sharing information between two or more people is called communication. Communication is a two way process. There should be mutual understanding between the persons, otherwise communication doesn't proceed.



2. What are the features of effective communication?

An effective communication is a communication between two or more people where the intended message is successfully delivered, received and understood.

Following are Features of Effective Communication:

1. **Clarity:** Messages should be clear and easily understood by the recipient. Use simple language, avoid complex sentences or words, and ensure that your message is concise and to the point.

2. **Conciseness:** Communicate your message without unnecessary elaboration or ambiguity. Long-winded messages can lead to confusion and misunderstanding.
3. **Active Listening:** Effective communication is a two-way process. Listening actively to the other party shows respect and ensures that you understand their perspective before responding.
4. **Nonverbal Cues:** Pay attention to nonverbal cues such as body language, facial expressions, and tone of voice. These cues can convey additional meaning and help to clarify or reinforce your message.
5. **Empathy:** Understanding the feelings and perspectives of the other person is essential for effective communication. Show empathy by acknowledging their emotions and demonstrating that you care about their concerns.
6. **Feedback:** Encourage feedback from the other party to ensure that your message has been received and understood as intended. This can help to clarify any misunderstandings and facilitate a productive exchange of ideas.

3. List the barriers to effective communication. Explain any two?

An effective communication is affected by the following barriers (factors).

1. **Individual barriers** like attitude, language, emotional state etc.
2. **Environmental barriers** like uncomfortable seating arrangement, walls, poor lighting, unhygienic room conditions etc.
3. **Situational barriers** like noise, distractions, disruptions etc.

Explanation:

1. **Language barriers:** Differences in language or vocabulary can lead to misunderstandings, especially in multicultural or multilingual environments.
2. **Lack of clarity:** Unclear or ambiguous messages can confuse the recipient and prevent them from understanding the intended meaning.

3. **Noise:** Environmental factors such as background noise, distractions, or poor audio quality can interfere with communication, making it difficult to hear or comprehend messages.
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