

## METHODS OF COMMUNICATION - CHAPTER 1

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### 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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## PERSPECTIVES OF COMMUNICATION - CHAPTER 3

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### 1. What is perspective?

Perspective is an individual's point of view through which one interprets and understands every communication. Different people think differently from others. People have different perspectives as everyone sees things differently from others. We convey and interpret messages through the filters of our knowledge, beliefs and motives. These filters form the basis of our perspective and reflect the way we see the world.

### 2. What is a Visual Perspective?

Visual perspective, also known as visual perception, refers to how we visually perceive and interpret the world around us. This encompasses a variety of concepts and techniques that help create a sense of depth, space, and dimensionality in visual art and design.

### 3. How prejudice will influence communication?

Prejudice significantly influences communication by creating barriers that impede understanding and effective interaction. Prejudice distorts perceptions, fosters negative attitudes, reduces empathy, leads to assumptions and misinterpretations, discourages communication, and promotes discriminatory behaviors. These effects collectively create significant barriers to effective communication, making it essential to address and overcome prejudices to facilitate better understanding and interaction.

Ex: "It's common prejudice among the people that women are not physically as strong as men".

### 4. Write briefly about language perspective on communication.

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address and overcome prejudices to facilitate better understanding and interaction.

Ex. "The man is fair". This statement is interpreted in two different ways. One - The man has a fair complexion. Two - The man is unbiased in his judgment.

## BASIC WRITING SKILLS - CHAPTER 4

### 1. Give one example for each of four kinds of sentences.

The following are examples of each of the four kinds of sentences:

1. Assertive or Declarative Sentence (makes a statement):  
 Example: "The sun is shining brightly today."  
 Explanation: This sentence states a fact.
2. Interrogative Sentence (asks a question):  
 Example: "Are you going to the party tonight?"  
 Explanation: This sentence asks a question.
3. Imperative Sentence (gives a command or makes a request):  
 Example: "Please close the door."  
 Explanation: This sentence gives a polite command.
4. Exclamatory Sentence (expresses strong emotion):  
 Example: "What a beautiful painting!"  
 Explanation: This sentence expresses admiration and excitement.

### 2. What are prepositions? Explain with the help of an example.

Prepositions are words that show the relationship between a noun (or pronoun) and other words in a sentence. They often indicate direction, location, time, or method.

Direction: towards, through, into

Location: at, on, in

Time: before, after, during

Method: by, with

Example:

Sentence: "The cat is sitting on the mat."

Preposition: "on"

Noun: "mat"

Relationship: The preposition "on" shows the location of the cat in relation to the mat. It indicates that the cat is situated above and in contact with the surface of the mat.

Prepositions are crucial for providing clear and specific information about how different elements in a sentence are connected.

### **3. What are interjections? What is their importance in the written form of communication?**

Interjections are words or phrases that express strong emotions or sudden bursts of feelings. They are often used to convey surprise, joy, excitement, pain, or other immediate reactions. Interjections are usually set apart from the rest of a sentence by punctuation such as exclamation marks or commas.

Importance in Written Communication:

#### 1. Expressing Emotions:

Interjections convey emotions succinctly, adding emotional depth to the writing.

Example: "Wow! That was an amazing performance."

#### 2. Engaging the Reader:

They can capture the reader's attention and make the writing more dynamic and engaging.

Example: "Oh no, I forgot my keys!"

#### 3. Adding Personality and Voice:

Interjections can reflect the speaker's personality or voice, making the writing more relatable and authentic.

Example: "Hey, are you coming to the party?"

#### 4. Enhancing Dialogue: They make dialogue in stories more realistic by reflecting natural speech patterns. Example: "Ugh, I can't believe this happened."

Examples of Interjections:

- Joy: "Yay! We won the game."
- Surprise: "Wow! Look at that!"
- Pain: "Ouch! That hurt."
- Disgust: "Ew, that's gross."
- Confusion: "Huh? What do you mean?"

In written communication, interjections are valuable for conveying the writer's or characters' emotions effectively and adding liveliness to the text.

#### **4. What are indefinite articles in the English language? Where are they used?**

In English, both "a" and "an" are indefinite articles used to refer to a non-specific item or one that is not previously known to the reader or listener. The choice between "a" and "an" depends on the sound that follows them:

Usage of "a":

"A" is used before words that begin with a consonant sound.

Example: "a dog," "a cat," "a university" (where the "u" sounds like "you").

Usage of "an":

"An" is used before words that begin with a vowel sound.

Example: "an apple," "an hour" (where the "h" is silent), "an honor."

Examples to Illustrate the Difference:

##### 1. Consonant Sound:

Example: "a book"

Sentence: She is reading a book.

##### 2. Vowel Sound:

Example: "an umbrella"

Sentence: He brought an umbrella because it might rain.

##### 3. Silent Consonant:

Example: "an honest person"

Sentence: She is known as an honest person.

The key rule is to listen to the initial sound of the word following the article, not necessarily the first letter. This ensures smooth and natural-sounding speech.

### **5. What rules should we follow while writing a paragraph?**

Following are the rules that should be followed while writing a paragraph.

1. Give the paragraph unity
2. Keep the paragraph short
3. Make use of topic sentences
4. Leave out unnecessary details
5. Give the paragraph movement
6. End the paragraph with a concluding sentence.

## INTRODUCTION TO ICT - CHAPTER 7

### **1. Mention any three ICT tools that are used in day-to-day life.**

Mobile Phones, Television and Newspaper are the ICT tools that are used in day to day life.

### **2. How is ICT used in the field of Health Care?**

In Health Care ICT helps in hospital management and administration. It helps the doctors and nurses to diagnose, treat, and monitor patients.

For public or common people, one can search and learn about various diseases, their symptoms, cures and precautionary measures on the internet.

In the pharmaceutical sector ICT is very useful in developing cutting edge research and manufacturing.

### **3. What is the role of ICT in various workplaces?**

The following are the various uses of ICT in workplaces.

1. **Communication:** ICT facilitates instant communication through email, messaging apps, video conferencing, and VoIP (Voice over Internet Protocol) systems, enabling employees to collaborate regardless of location.
2. **Education:** ICT enables online learning and training through learning management systems (LMS), virtual classrooms, webinars, and



interactive multimedia content, allowing employees to develop skills and knowledge remotely.

3. **Mining:** ICT tools such as Geographic Information Systems (GIS), 3D modeling software, and simulation tools are used for mine planning, design, and optimization. These tools enable miners to visualize geological data, plan mining activities, and optimize resource extraction while minimizing environmental impact.
  4. **Automotive Industry:** ICT tools such as computer-aided design (CAD) and simulation software enable automotive engineers to design and test vehicle components and systems virtually before physical prototypes are built. This allows for the identification and correction of safety-related issues early in the design process, reducing the risk of safety recalls or accidents.
  5. **Financial and Public Sectors:** ICT systems manage and store vast amounts of data, including customer information, financial records, and operational data, using databases, cloud storage, and enterprise resource planning (ERP) systems.
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