

Answer KeyCommunication Skills - I

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SECTION - A

Q1.

- A (i) Shakespeare said, "Someone born great, some achieve greatness and some have greatness thrust upon them."
- (ii) Dr. Visvesvaraya was a brilliant engineer.
- (iii) ^{He was} a good administrator, statesman, planner and thinker.
- (iv) He was very successful because he ~~was~~ since did his work sincerely, honestly and with devotion.
- (v) He was born on 15th Sept, 1861.
- (vi) Kolar supplied / supplies gold to India.
- (vii) Dr Sir Mekkchagundan Visvesvaraya has been called human gold.
- (viii) He was born in Kolar District of the then Mysore state.

B. (i) good (ii) achieve (iii) famous / varied

C. (i) precious (ii) short (iii) varied

D. (i) brilliant engineer
 (ii) gold mines
 (iii) youngmen of today
 (iv) capabilities

E. (i) false (ii) false (iii) June (iv) June

SECTION - B

Q2.

(i) (a) an (b) a (c) the (d) the (e) a

- (ii) a) Therefore, I missed the train.
- b) The postman said to the boy, "What is your address?"
- c) May she live long!
- d) A public speaker should be cool, collected and precise.
- e) He is an M.L.A.

- (iii) (a) Shall we go for a walk? / Where shall we go?
- b) Have I paid the bill? / What have you paid?
- c) Do they help the poor? / Whom do they help?
- d) Does she read well? / How does she read?
- e) Did Ram break the plate? / What did Ram break?

- (iv) (a) did (b) learn (c) going (d) making (e) bo

- (v) (a) unhappy, happiness, happily
- (b) bicycle, cyclic, cycling, tricycle,
- (c) poetry, poetic, poetess
- (d) polygram, monogram, grammatic, grammar
- (e) acting, active, actor, enact, actress
- (f) ~~underage~~ underage, overage,

(vi) Miscommunication is a ruined form of communication. What is to be communicated, does not get communicated and an obstructed form of the message is transmitted.

Barriers to Comm.

- (i) Semantic / Language Barriers
- (ii) Organizational Barriers
- (iii) Psychological Barriers
- (iv) Physical Barriers

<u>Sender</u>	<u>Receiver</u>
(vii) a) Sender is the person who sends the message.	Receiver is the person who receives the message.
(b) He encodes the message.	He decodes the message.
(c) Sender initiates and generates the message.	He gives the feedback.
(d) He may be a speaker or a writer.	A receiver may be a listener, reader or a viewer.

(viii) Communication is a process of ~~receiving~~ transmitting and receiving verbal and non-verbal messages.

Components.

- a) Idea (b) Sender (c) Message (d) Encoding
 e) Transmission (Medium and channel) (f) Receiver
 (g) decoding (h) feedback

(ix) Emphatic listening is the best type of listening. This involves listening through ears, eyes, mind and heart. It is listening continuously, intensively and comprehensively so as to grasp the message deeply, completely, mentally and even emotionally.

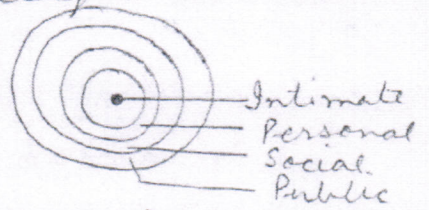
(x) Communication by using language is known as verbal communication.
 Its types are: (i) Oral Comm (ii) Written Comm.

- (xi) a) Do not talk while listening
 (b) Free your mind of all presumptions and preconceived notions or ideas.

- (e) External distraction in the form of noise coming from any source should be avoided.
- (d) Free your mind or body of all negative feelings ideas and thoughts as their presence could distort the listening process.
- (c) Be patient and allow the ~~listener~~ speaker to take his time to complete his speech.
- (f) Listening should not be selective but ~~that~~ should be complete and intense.
- (xii) The study of how we use space around to communicate the message is called Proxemics. It is the personal space language.

Human relationship has been described in terms of four kinds of distances:

- (i) Intimate - Physical contact to 1 1/2 feet
- (ii) Personal - 1 1/2 feet to 4 feet
- (iii) Social - 4 feet to 12 feet
- (iv) Public - 12 feet to ^{the range of} eyesight and hearing



(xiii) The skill or ability of the receiver to assimilate what is said by the speaker in a manner that he is able to integrate and coordinate sender's word with his gestures is known as listening skill.

Its types are

- (a) Pretended Listening
- (b) Selected Listening

- (c) Attentive Listening
- (d) Empathetic Listening
- (e) Listening Exclusively for mutual Creativity
- (f) Initiative Listening

(xiv) The art of speaking English Language is called Spoken English. Its importance lies in the fact that it is spoken all over the world. Whether it is education, business, job, diplomatic relations or any human relations between different countries, we find English a strong binding force.

(xv) (a) Written Comm. is more expensive for transmitting the short messages.

(b) Once a written message has been dispatched, there is little scope left for amendments.

(c) If the written comm. is poorly drafted, it may create misunderstanding and confusion in the mind of the receiver.

(d) Written messages give rise to queries for clarification.

(e) It is generally formal in nature.

(xvi) Any disturbance or interference that reduces the clarity and effectiveness of communication is called noise. It may be physical or psychological, written or visual. Noise distracts the person communicating and acts as a barrier to communication.
