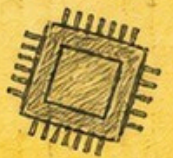


INFORMATION TECHNOLOGY & ARTIFICIAL INTELLIGENCE

— Empowering Minds with Technology —



PART-A

Communication Skills-I

HIGHLIGHT BY @CNDYAGL



Topics covered:

- Meaning and importance of communication
- Verbal, Non-verbal and visual communication
- Communication cycle, sender, idea, encoding, channel, receiver, decoding and feedback
- Perspectives in communication, visual perception, language, past experience, prejudices, feelings, environment



Section A - Multiple Choice Questions

1. Communication is best described as:
 - A. Only speaking
 - B. Exchange of information and ideas
 - C. Only writing
 - D. Only listening
2. Which is a verbal method of communication?
 - A. Facial expression
 - B. Hand gesture
 - C. Spoken words
 - D. Eye contact
3. Which is an example of non-verbal communication?
 - A. Email
 - B. Speech
 - C. Facial expression
 - D. Report
4. A poster containing pictures and text is mainly:
 - A. Visual communication
 - B. Verbal communication
 - C. Internal communication
 - D. Telephone communication
5. Who initiates the communication cycle?
 - A. Receiver
 - B. Sender
 - C. Feedback
 - D. Channel

6. Changing an idea into a message is called:
 - A. Decoding
 - B. Encoding
 - C. Feedback
 - D. Perception
7. The medium through which a message travels is the:
 - A. Channel
 - B. Receiver
 - C. Idea
 - D. Feedback
8. Interpreting a received message is called:
 - A. Encoding
 - B. Decoding
 - C. Sending
 - D. Filtering
9. Which factor may influence how a person interprets a message?
 - A. Past experience
 - B. Keyboard layout
 - C. File size
 - D. Screen resolution
10. Feedback helps the sender to know whether:
 - A. The receiver understood the message
 - B. The computer is switched on
 - C. The message was deleted
 - D. The channel was expensive

Section B – Very Short Answer Questions

1. Define communication.
2. Why are communication skills important in the workplace?
3. What is verbal communication?
4. What is non-verbal communication?
5. Give one example of visual communication.
6. Who is a sender?
7. What is encoding?
8. What is a communication channel?
9. What is decoding?
10. What is feedback?

Section C – Short Answer Questions

1. Differentiate between verbal and non-verbal communication with examples.
2. Explain the main elements of the communication cycle.
3. How can past experience affect a person's perspective?
4. Explain any three factors that influence perspectives in communication.
5. Why is feedback important in effective communication?

Section D – Long Answer Questions

1. Explain the complete communication cycle with a suitable example.
2. Discuss verbal, non-verbal and visual communication and compare their uses.
3. Explain how visual perception, language and past experience can affect communication.
4. Describe the role of feelings, prejudices and environment in shaping communication perspectives.
5. Explain why effective communication is a two-way process and how feedback completes it.

Section E – Case-Based Questions

1. A student explains a science project to the class. The teacher asks questions and the student answers them. Identify the sender, receiver, message, channel and feedback.
2. A school notice uses symbols, colours and short written instructions to guide students during an emergency. Identify the communication methods used and explain why visual communication is useful.
3. Riya says a new teacher is unfriendly because the teacher did not smile during the first meeting. Later she learns the teacher was worried about an emergency. Identify the perspective-related factors involved.
4. A student sends a message using many abbreviations. The receiver misunderstands it. Identify the communication problem and suggest two ways to improve it.
5. During a group discussion, one student keeps interrupting while another uses eye contact and nods. Compare the non-verbal signals shown by the students.



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ALL THE BEST

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