

ARMY PUBLIC SCHOOL KALUCHAK

HOLIDAYS HOME WORK - IT 402

Q1 Identifying four kinds of sentences

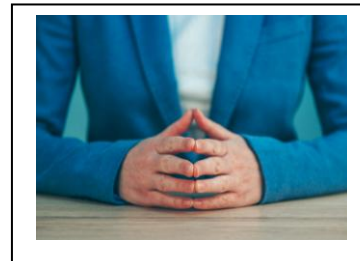
Directions: Read each sentence and add the correct punctuation mark. Then, label it; imperative, declarative, interrogative or exclamatory.

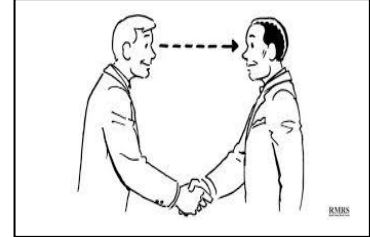
1. How well she sings!
2. What is your name?
3. Did I say anything to make you angry?
4. What is your name?
5. Who told you this?
6. She is a successful writer.
7. It is raining cats and dogs.
8. I want to become a writer.
9. She does not eat meat or fish.
10. Go at once.
11. Bring me that file
12. My mother makes delicious cookies
13. Get lost.
14. Fetch me a glass of water.
15. Please be seated
16. Sit down.
17. She writes with her left hand.
18. What a tragedy!
19. How beautiful she is!
20. I have two sisters.
21. How ridiculous this is!
22. I have lost my way.

Q2 Your friend has been selected for an interview.

Examine the visuals given below.

- What does each visual they tell you about the person? Write a few words and phrases below each visual.
- Your friend is not very good with his body language. He is soon going for an interview.
- Think of suitable advice to give to your friend .
- Based on the visuals below write a set of 6 sentences advising your friend what not to do .





- Q3 1. In Column A, fill in the 3 blanks by listing the 3 main kinds of communication.
 2. In column B list examples of each of the 3 kinds of communication.
 3. In pairs discuss
- How and when you use a particular kind of communication.
 - Whether these different kinds of communication occur separately or whether you use more than one type of communication simultaneously!
- 4 In column C list the advantages of each of the 3 types of communication.
 5 In Column D list the disadvantages of each of the 3 kinds of communication

S . No.	A TYPES OF COMMUNICATION DEFINITION	B EXAMPLES	C ADVANTAGES	D DISADVANTAGES
1		conversations • one on one • _____ • _____ • _____		
2		letter to Principal • _____ • _____ • _____ • _____		
3		Shaking hands, smiling Road signs • _____ • _____		

Q 4 Students to prepare a write-up/essay on experiences during a holiday trip.

Q5 Students to present a talk on “what I Wish to become and what I do about it”.

Session 1: Methods of Communication

The word ‘communication’ comes from the Latin word *commūnicāre*, meaning ‘to share’. Clear and concise communication is of immense importance in work and business environment as there are several parties involved.

Communication has three important parts:

1. Transmitting — The sender transmits the message through one medium or another.

2. Listening — The receiver listens or understands the message.

3. Feedback — The receiver conveys their understanding of the message to the sender in the form of feedback to complete the communication cycle.

Communication Process and Elements

The various elements of the communication cycle are:

Sender: the person beginning the communication.

Message: the information that the sender wants to convey.

Channel: the means by which the information is sent.

Receiver: the person to whom the message is sent.

Feedback: the receiver’s acknowledgment and response to the message.

Methods of Communication

- Face-to-face informal communication
- e-mail
- Notices/Posters
- Business Meetings
- social networks, message, phone call for communication, newsletter, blog, etc

Choosing the right method of communication depends on

- Target audience
- Costs
- Kind/type of information
- Urgency/priority

Session 2: Verbal Communication

Verbal communication includes sounds, words, language, and speech. Speaking is one of the most effective and commonly used ways of communicating. It helps in expressing our emotions in words.

Type of Verbal Communication

Interpersonal Communication: This form of communication takes place between two individuals and is thus a one-on-one conversation. It can be formal or informal.

Written Communication: This form of communication involves writing words. It can be letters, circulars, reports, manuals, SMS, social media chats, etc. It can be between two or more people.

Small Group Communication: This type of communication takes place when there are more than two people involved. Each participant can interact and converse with the rest.

Public Communication: This type of communication takes place when one individual addresses a large gathering.

Advantages of Verbal Communication

It is an easy mode of communication in which you can exchange ideas by saying what you want and get a quick response.

Disadvantages of Verbal Communication

Since verbal communication depends on written or spoken words, sometimes the meanings can be confusing and difficult to understand if the right words are not used.

Mastering Verbal Communication

Think Before You Speak

- Think about your topic.
- Think about the most effective ways to make your listeners

Understand the topic.

- Write or note down whatever you plan to say.
- Concise and Clear
- Speak clearly, loudly and at moderate speed.
- Be sure the information you want to share is to the point.
- Do not repeat the same sentences.
- Confidence and Body Language

- Be confident.
- Maintain eye contact, stand straight and be attentive.
- Be friendly.

Session 3: Non-verbal Communication

Non-verbal communication is the expression or exchange of information or messages without using any spoken or written word.

Importance of Non-verbal Communication

In our day-to-day communication

- 55% communication is done using body movements, face, arms, etc.
- 38% communication is done using voice, tone, pauses, etc.
- only 7% communication is done using words.

Types of Non-verbal Communication

- Facial Expressions
- Posture
- Gestures or Body Language
- Touch
- Space
- Eye Contact
- Paralanguage : tone, speed and volume of our voice.

Session 4: Communication Cycle and the Importance of Feedback

For effective communication, it is important that the sender receives an acknowledgement from the receiver about getting the message across. While a sender sends information, the receiver provides feedback on the received message.

Types of Feedback

- Positive Feedback
- Negative Feedback
- No Feedback

A good feedback is one that is (SMART):

- **Specific:** Avoid general comments. Try to include examples to clarify your statement. Offering alternatives rather than just giving advice allows the receiver to decide what to do with your feedback.
- **Timely:** Being prompt is the key, since feedback loses its impact if delayed for too long.
- **Polite:** While it is important to share feedback, the recipient should not feel offended by the language of the feedback.
- **Offering continuing support:** Feedback sharing should be a continuous process. After offering feedback, let recipients know you are available for support.

Importance of Feedback

- **It validates effective listening:** The person providing the feedback knows they have been understood (or received) and that their feedback provides some value.
- **It motivates:** Feedback can motivate people to build better work relationships and continue the good work that is being appreciated.
- **It is always there:** Every time you speak to a person, we communicate feedback so it is impossible not to provide one.
- **It boosts learning:** Feedback is important to remain focussed on goals, plan better and develop improved products and services.
- **It improves performance:** Feedback can help to form better decisions to improve and increase performance.

Session 5: Barriers to Effective Communication

What is Effective Communication?

Effective communication follows the basic principles of professional communication skills.

Barriers to Effective Communication

Physical Barriers

Physical barrier is the environmental and natural condition that act as a barrier in communication in sending message from sender to receiver. Not being able to see gestures, posture and general body language can make communication less effective.

Linguistic Barriers

The inability to communicate using a language is known as language barrier to communication. Language barriers are the most common communication barriers, which cause misunderstandings misinterpretations between people

Interpersonal Barriers

Barriers to interpersonal communication occur when the sender's message is received differently from how it was intended.

Organisational Barriers

Organisations are designed on the basis of formal hierarchical structures that follow performance standards, rules and regulations, procedures, policies, behavioural norms, etc. All these affect the free flow of communication in organisations

Cultural Barriers

Cultural barriers is when people of different cultures are unable to understand each other's customs, resulting in inconveniences and difficulties. People sometimes make stereotypical

assumptions about others based on their cultural background

Ways to Overcome Barriers to Effective Communication

- Use simple language
- Do not form assumptions on culture, religion or geography
- Try to communicate in person as much as possible
- Use visuals
- Take help of a translator to overcome differences in language
- Be respectful of other's opinions

7 C's of Communication

Clarity, Completeness, Conciseness, Concreteness, Courtesy, Correctness, Consider

Session 6: Writing Skills — Parts of Speech

Writing skills are part of verbal communication and include e-mails, letters, notes, articles, SMS/chat, blogs, etc.

Capitalisation Rules

Punctuation : Full stop, Comma, Question mark, Exclamation mark

Basic Parts of Speech

The part of speech indicates how a particular word functions in meaning as well as grammatically within the sentence. Some examples are nouns, pronouns, adjectives, verbs, adverbs, Conjunctions, Prepositions, Interjections

Session 7: Writing Skills — Sentences Active and Passive Sentences

Types of Sentences

1. Statement or Declarative Sentence
2. Question or Interrogative Sentence
3. Emotion/Reaction or Exclamatory Sentence
4. Order or Imperative Sentence