**INU Peshawar Date 20th April 2020**

|  |  |
| --- | --- |
| Department | (AHS) MLT |
| Subject | Communication Skills |
| Marks | 30 |
| Semester | -II |
| Mid Term Assignment | Spring 2020 |
| **Instructor** | **Hajra Iqbal** |

**Fill below blocks.**

|  |  |
| --- | --- |
| Student Full Name | **Muhammad abubakar** |
| Student Father Name | **Changez khan** |
| University ID Card Number | **15809** |

**Instructions:** Your time starts once you log in. You have only 48 hours to complete and submit your paper on the portal. After 48 hours your time would be automatically expired. Download this paper and save it with your full name and subject. Attempt all the answers on the same page and keep in your mind to click the **SAVE** after every 10 minutes. When you are done with paper, go through it and submit your final copy with your name and id on SIC portal.

**Note:** i. **Attempt all three questions. All questions carry equal marks. Be careful about spellings, sentence structure and punctuation marks.**

1. **Define Communication Skills. What do you mean by Verbal and Non-verbal Communication? Explain the five ways of verbal and five ways of Non-verbal communication. (300-350 words) /10**

|  |
| --- |
| **Communication Skills**  **The interchange of through, opinions or information by speech, writing, or signs from one person to another is called communication.**  **Verbal communication**  **Communication by word, mouth or writing. Verbal communication deals with the use of spoken language to transmit information.**  **Non verbal communication**  Communication through sending and receiving wordless massages. They all intentional and unintentional message that are written or spoken in classroom.  **10 ways of verbal communicatiom 10 ways of non verbal communication**    **\*Don’t talk too much \*Dress appropriately**  **\*Be clear \*Make eyes contact**  **\*Speak with confidence \*Stand stright**  **\*Listen attentively \*using hand gestures**  **\*Be carefull \*body movement**  **\*Be friendly \*having good posture**  **\*Speak good words \*facial expression**  **\*Be truthfull \*brighten eyes**  **\*Be concise \*smile on face**  **\*practice humility \*space and distance** |

1. **What are the Barriers to Effective Communication? Enlist and explain any eight barriers to effective communication. ( 300 words) /10**

|  |
| --- |
| **Barriers to Effective Communication**  1. PHYSICAL BARRIERS  These include distance, background noise, poor, bad hearing, poor eyesight,  2. LANGUAGE  Speaking different languages, having strong inflections, using slang can disturb communication.   1. CULTURAL   These are thei behaviours that the group accept as signs of belonging,.  .  4. LACK OF EYE CONTACT  Not making eyeicontact isia sure way of raisingidoubt in listeners and losing their attentioniand making them feel suspicious of you .  5. LACK OF FOCUS  Too much information can confuse you and if you’re overwhelming them with details to avoid telling them something else they would rather know.  6. NOT BEING PREPAREd  If you're not prepared,if you lack the facts, if you rely on your Power Point presentation too much, your listeners will notice and feelilet down, and they won’t believe you.  7. TALKING TOO MUCH  When youitalk, you’re notilistening, and youineed to listen to the people you’reiattempting.  8. LACK OF ENTHUSIASM  If you don’t believe in your position, product, or whatever you’re trying to sell, they won’tibelieve in it either. |

**3. Write a dialogue between two friends discussing the means for earning living for them in the present situation. (Due to COVID-19 or state of emergency in the country). (300 words) /10**

|  |
| --- |
| **Dialogue between two friends**  **Abubakar and Ayan**  **Abubakar; Hello ayan how are you**    **Ayan; I am fine how about you ?**  **Abubakar; yup I am fine why look very sad today?**    **Ayan; you know I have a private job and after the lockdown**  **I m jobless I don’t have money that’s why I am sad.**  **Abubakar; ops it is bad but don’t worry I give you some**  **suggestion by which you can earn money.**  **Ayan ; wow really but how?**  **Abubakar ;; by using the internet you can earn 3 to 5 dollars perday**  **install PTCshare on your laptop and marketing the**  **Products with people and do some mini job**  **In that app when you complete all offers app will**  **give you 4 dollars.**    **Ayan; ahh great idea it is very easy to do, Thanks, buddy.**  **Abubakar; No need to stay home stay safe good by.**  **END** |