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**ID: 16100**

**SUBJECT: BUSSINESS ENGLISH**

**DATE: 30 JUNE 2020**

**QUESTION 1. IN MANY INTERPERSONAL…….**

**ANSWER:**

Good communication skills are important for job because they help you to interact effectively with people you encounter at work including clients, colleagues, costumers. There are many ways to develop verbal communication skills.

**THE POWER OF MIND**

When communicating to the audience be thoughtful and concentrate on your words. Get yourself comfortable and clear so that people could understand what you want to say an unclear communication cannot bring the desire results. When answering a question reply in short and concise way. Think , breath and then speak. Don’t be nervous because other person will get bore and tired of your personality.

**POSITIVE VISUALIZATION:**

This technique helps a person to build positive energy before giving speech to the audience. Imagine yourself giving a speech to 100s of people, they all look engaged and when you finish the speech audience giving you applause and appreciation. Repeating this technique will give you confidence and help in control your nerves for interpersonal encounters.

**KEEP AUDIENCE IN TO YOUR MIND:**

Keep audience in your mind before speaking by understanding this communication will get better and your message will have an impact on audience. Imagine yourself in audience ask question from yourself that why you are here? How is the experience? And if the purpose is achieved or not.

**ACTIVE LISTENING:**

Listener must concentrate on words being spoken. Traditionally, the listener thinks how he will respond to speech rather concentration on what speaker has to say. Active listening is when you understand the message being communicated. By listening carefully listener can add more thoughtful points.

**USE FULL RANGE OF YOUR VOICE:**

Use wide range of notes to develop effective communication skills. This will create enthusiasm and person will get excited about the speech. The more air in lungs the better the voice resonate giving us wide range of audible voice.

**GET FEEDBACK:**

Feedback is very essential after giving presentation or speech. You can ask anyone in audience to give feedback on what you said and how you present it. If you want to improve verbal communication skill stand in front of mirror and practice of what you will say in front of people

**BE EMPATHETIC:**

It means to understand others emotion and imagining yourself in other position imagine how people will help you to communicate your feeling and thoughts show your empathy by body language keep your body language open and regulate your voice to show sincerity.

**QUESTION 2:**

**EFFECTIVE BUSSINESS WRITING….**

**ANSWER:**

**THINK BEFORE YOU WRITE**

Before start writing an effective business writing sit down and think for a while. Think what you have to write for a clear and effective business writing for that write rough points. Then ask yourself questions like what my audience should know after reading the proposal or mail if the answer is not clear step back and spend more time collecting ideas.

**BE DIRECT:**

Present your main idea first rather than long and lengthy introduction it will save readers time and sharpen your arguments. Many people believe that the writing style developed in school donot work as same in business world for that it is suggested that state the issue in 150 words not more than that. Starting should be good to grasp the reader attention if the opening s not good the whole piece of writing will be of no good.

**CUT THE FAT:**

It means cut every unnecessary word and sentence. Don’t exaggerate the point when it can be stated clearly. For example instead of saying “ general consensus of opinion” use “consensus”. Don’t use many words when one can do. It is suggested that cut prepositions use action verb use contraction use stronger verb than is are was and were.

**AVOID JORGAN:**

Writer mistakenly believes that usage of bold and magnificent language means sign of intelligence while it is not. Don’t use grand language jargon don’t add value to the writing however usage use simple words is preferable.

**APPROPIATE TONE:**

The tone can be easily misinterpreted don’t use sarcasm. Don’t just pay attention to words but also how they can be interpreted. Donot use informal words

**AUDIENCE AWARENESS:**

Before writing know your audience keep the audience in mind that you have to write a letter to client, boss, co worker or costumer. Don’t use sentences or words that could be misunderstood or offensive. Keep in mind that what your reader wants to hear and shape the knowledge

**FORMAT:**

Spend more time structuring your writing once the structure is clear it will save time at writing stage. Business writings require particular formats. Straight forward document eliminate confusion and help reader to clearly identify the purpose of writing. Attention to the format is very important in business writing than most kinds of writing. Business writing is less demanding and there is a little pressure to be created. It is not always easy for good business writing it requires practice

For effective business communication seven Cs of business communication can help

**CLEAR:**

When speaking to someone be clear eliminate all the details and extra number of ideas. Make sure that the listener easily understand your point. Make sure that people don’t make assumption of what you said

**CONCISE:**

Stick to the point keep it brief. Audience don’t want to read six lines when it can be ended in three lines.

**CONCRETE:**

Audience have clear picture of what you have to say. There are details but not many it also contain facts and figures. When the message is concrete your message is completed

**CORRECT:**

Correct communication means it is error free communication. Check the writing for grammatical mistakes likewise check spellings of all headings and names. Similarly the words used in communication fits in audience level of education and knowledge or not.

**COHERANT:**

The idea and point is about the main heading the tone and flow is constent.

**COMPLETE:**

The message is complete is it have everything which is needed to be inform to audience. The message should contain all the relevant things.

**COURTEOUS:**

Courtesy means friendly, honest and open communication. Where there is no insult or no aggressive language is used for others. Keep viewer in your mind and use friendly language.

**QUESTION 3.**

**PUBLIC SPEAKING SOME PEOPLE LOVE IT….**

**ANSWER:**

**PRACTICE MAKES PERFECT:**

Before public speaking such as presentation or speech practice speech few days ago. Record yourself watch your body language and tone see how fast or slow you are talking. Be confident when addressing audience. Change the tone of speech in intermediates and see how it looks. Know the subject of speech carefully. Stand in front of mirror and use hands to address the audience.

**PRACTICE WITH AUDIENCE:**

After practicing speech alone now try to practice in audience. Before the big day practice it with small number of people. By practicing in front of small number will boost your confident and give you courage to perform it on stage. You will not get confused when seeing a large number of people. The best way is to practice under condition that will resemble the day of speech.

**HOOK YOUR AUDIENCE ATTENTION:**

The most fundamental point in public speaking is that capture your audience attention at start of presentation. Deliver the main idea during first few minutes of speech. This will be the hook. Cover all the points when you start speaking in this way one can easily gain attention of audience.

**BODY LANGUAGE:**

Body language is the key to grasp attention. The way you carry yourself plays crucial part of how audience will receive the information. When entering on a stage one should stand tall and straight it will show confidence speak to your audience with full authority. The audience will get bore if you don’t stand straight and if you walk on stage slouching.

**MOVE AROUND:**

If you don’t move around the audience will get bore and their attention will be diverted. Use the stage to maximum walk jump or even run. The best way to capture the audience eyes on you and keep them engage is by moving around the stage. Standing behind microphone and not moving will end up in sleepy audience.

**SET YOUR GOALS:**

Mention your talking points early on for the speech. In this way you will give an overview of how presentation will be like and what it will cover. It will give goal for that day. during presentation explain each point in detail and finally give a summary.

**KNOW YOUR AUDIENCE:**

By knowing audience you will not feel strange as it will be a group of people sharing common interest. Knowing about audience will release the stress regarding speech. The speech can be alter around type of people attending the ceremony.

**BEGIN WITH INTRESTING STORY OR QUESTION:**Ask question or a puzzle so that audience will focus on you. It’s a way to start your speech with ease and find a common ground with the audience.

**GET FEEDBACK:**

Listening to what your audience says is one of the most important parts of being a successful public speaker. Take every feedback as constructive criticism and apply it to your future speeches. Audience may point out things that you do while speaking that you may have not noticed before.

Public speaking is never an easy thing to do, some people are born with the talent, others need time to practice and perfect it.

**QUESTION 4.**

**WRITE A RESUME….**

**ANSWER:**

shaheera shahab

Objective

To seek a career-oriented job in an environment that can best utilize my knowledge and professional experience of accounting and provide me a better learning opportunities.

Skills & Abilities

Team working ability, management skills, bussines acumen and interest,self motivation , adaptive, skill communicator, able to eliminate cultural barrier and adapt to business protocol within business environment, good at public relation, target achiever, versatile and mentally agile

Experience

March 2016– October 2019 Nexlinx Networks Peshawar

*Senior Accountant & Admin Officer*

Preparing Daily Business Progress/Activity Report, Preparing Monthly Business Revenue Report, Checking Sub Branches Daily Activity, Bank Reconciliation Statement, Maintains Stock, All Cash Management Support budgeting and bookkeeping procedures.

Create and update records and databases with personnel, financial and other data.

Track stocks of office supplies and place orders when necessary.

Submit timely reports and prepare presentations/proposals as assigned.

Assist colleagues whenever necessary.

NOV 2012 – MAR 2015 BizGrow Technologies Lahore

*Admin and Account Officer*

Develops system to account for financial transactions by establishing a chart of accounts; defining bookkeeping policies and procedures.

Maintains subsidiary accounts by verifying, allocating, and posting transactions, balances subsidiary accounts by reconciling entries, bank reconciliation, Monthly revenue reports, Monthly, quarterly and annually statements.

Education

2007 – 2010 University Of Peshawar Peshawar

***BACHELOR OF COMMERCE***

3.8 GPA

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Leadership

* Coached my team to adopt a new business strategy
* Successfully organized seminars, meetings, team-building activities, and collaborations with other companies

References

Mohammad Ahmad

*CEO bizgrow technology*

[Mohahmad12@gmail.com](mailto:Mohahmad12@gmail.com)

**QUESTION 5**

**WHICH FORM OF COMMUNICATION IS AS OLD AS….**

**ANSWER:**

Non-verbal communication is as old as Mesolithic age. Cave paintings of Mesolithic era overwhelmingly depicted animals, rock painting were usually of human groupings. The painted human typically seem to be engaged in either hunting or rituals. The caves of that era showed hunting and people doing worship. These early humans are famous for their cave paintings. Some of oldest form of communication included acting, drawing painting and usage of symbols. Human psychology involve in it was that whenever they got angry or any emotion they felt they used to draw on the caves for example hunting drawings are present on caves which reflected their emotions. Early humans used to draw what they felt. They used to tell stories by symbols and paintings. Early drawings made by Mesolithic human can reflect their anger or frustration through gestures. Human psychology can be misinterpreted by early people because of paintings and drawing which affected their psychology

**Types of non-verbal communication**

**GESTURES:**

Gesture means moving hands or head to express an idea we express ourselves by gestures without thinking. Gestures sign can be different in past hands are used to express ok.

**EYE CONTACT:**

Eye contact is important form of non-verbal communication eyes plays important role in communication. The way we look at someone can show attraction love affection or even hate. It is also important in flow of conversation

**TOUCH:**

We can judge other feeling towards us by touching for example a weak handshake means the other person is not happy or depressed while warm bear hug means hospitality and friendliness. We communicate a great deal by touch

**FACIAL EXPRESSIONS:**

Face can express a lot of expressions and countless emotion. Facial expression like happy sad depressed excited is same across cultures and past. It is a type of non- verbal communication which is universal.

**BODY MOVEMENT AND POSTURE:**

Non-verbal communication means the way you carry yourself it include postures, movements, bearings etc. people can get idea by how you sit walk and stand.

**VOICE:**

Early Mesolithic human used to make voices for hunting and expressing. They don’t used to talk but they make roaring voices like sounds that convey meaning, such as “ahh” and “uh-huh.” Things they pay attention to include your timing and pace, how loud you speak, your tone and inflection.

In past these types of communication was the main channel for Mesolithic people to convey their messages and to express their feelings to each other but as the time passed this communication became the type and now a days there are many other ways of communicating we speak proper language to express ourselves and we write what we think. Non-verbal communication was the first method. It changed the individual like now we can understand verbal communication written form of communication rather than symbols. In early age confusion were created but know due to advancement confusions are finished