

**Department of Electrical
Engineering Final term
Assignment
Date:**

30/06/2020

Course Details

Course Title: Communication Skills

**Module: 2
Total Marks:50**

Student Details

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Note: **Plagiarized work is not acceptable.**

Q1	In many interpersonal encounters, the first few minutes are extremely important. How do you maintain the success of verbal communication for further interaction?	Marks 10
		CLO 2
Q2	Which form of communication is as old as the Mesolithic and complex human psychology involves in it? Define the form of communication and explain that how does the types of this form of communication change the society and individual?	Marks 10
		CLO 2
Q3	People all the times write proposals to clients, memos to senior executives and constant flow of emails to colleagues. How can you ensure that your Business Writing is as clear and effective as possible? How do you make your Business communications stand out?	Marks 10
		CLO 2
Q4	Public speaking, some people love it, some are terrified by it. There are so many articles regarding how to prepare yourself for speaking engagements that it's overwhelming. But what strategies and techniques do you think are proven to be successful when addressing to a group of people?	Marks 10
		CLO 2
Q5	Public Service Commission Lahore has advertised the vacancies for the Accountant. On the basis of the ad, decide which of your skills and experiences you should discuss to convince the Secretary that you are the person for the job. Create a resume.	Marks 10
		CLO 2

Answer No1:

Verbal communication:

The Verbal Communication is a type of oral communication wherein the message is transmitted through the spoken words. Here the sender gives words to his feelings, thoughts, ideas and opinions and expresses them in the form of speeches, discussions, presentations, and conversations. The effectiveness of the verbal communication depends on the tone of the speaker, clarity of speech, volume, speed, body language and the quality of words used in the conversation. In the case of the verbal communication, the feedback is immediate since there are a simultaneous transmission and receipt of the message by the sender and receiver respectively.

The sender must keep his speech tone high and clearly audible to all and must design the subject matter keeping the target audience in mind. The sender should always cross check with the receiver to ensure that the message is understood in absolutely the same way as it was intended. Such communication is more resistant to errors as sometimes the words are not sufficient to express the feelings and emotions of a person.

The success of the verbal communication depends not only on the speaking ability of an individual but also on the listening skills. How effectively an individual listens to the subject matter decides the effectiveness of the communication. The verbal communication is applicable in both the formal and informal kind of situations.

In many interpersonal encounters, the first few minutes are extremely important first impressions have a significant impact on the success of further and future communication

When you first meet someone, you form an instant impression of them based on how they look, sound and behave as well as anything you may have heard about them from other people.

This first impression guides your future communication at least to some extent.

For example when you meet someone and hear them speak you form a judgment about their background and likely level of ability and understanding this might will change what you say. If you hear a foreign accent i.e. that you might decide that you need to use simpler language also realize that you need to listen more carefully.

Answer No2:

The non verbal communication is as old as the Mesolithic and complex human psychology.

Non verbal communication

Non verbal communication is type of communication in which we deliver a message or information by the mean of eye contact facial expression gesture and the distance between two individual it includes body language. It also include use of time.

Nonverbal communication is the transfer of information through the use of body language including eye contact, facial expressions, gestures and more. Verbal communication is the use of language to transfer information through written text, speaking or sign language.

Society and individual

In an close relationship the deep understanding on a non verbal communication might be facilitate grater closeness and strengthen bonds especially when it complete what is actually being said by friends.

Non verbal communication play a important role in our lives and society it improve person ability to relate engage and establish meaning ful interaction with other people in daily life. The better understanding of non verbal communication may lead people to develop stronger relationships.

Types of non verbal communication:

There are several types of nonverbal communications

Body language

Body language is the way someone situates their body naturally depending on the situation, the environment and how they are feeling. For example, someone might cross their arms if they are feeling angry or nervous.

Gestures

While gestures vary widely across communities, they are generally used both intentionally and unintentionally to convey information to others

For example we might display a “thumbs up” to communicate confirmation or that they feel positively about something

Facial expressions

One of the most common forms of nonverbal communication is facial expressions. Using the eyebrows, mouth, eyes and facial muscles to convey can be very effective when communicating both emotion and information.

Eye contact

Since the visual sense is dominant for most people, eye contact is an especially important type of nonverbal communication. The way you look at someone can communicate many things, including interest, affection and attraction. Eye contact is also important in maintaining the flow of conversation and for determine the other persons interest and response.

Body movement and posture

Consider how your perceptions of people are affected by the way they sit, walk, stand, or hold their head. The way you move and carry yourself communicates a wealth of information to the world. This type of nonverbal communication includes your posture, bearing, stance, and the subtle movements you make.

Voice

It is not just what you say, it is how you say it. When you speak, other people “read” your voice in addition to listening to your words. Things they pay attention to include your timing and pace, how loud you speak, your tone and inflection, and sounds that convey understanding

Answer No3:

Jim Rohn, famous entrepreneur says that “Take advantage of every opportunity to practice your communication skills so that when important occasions arise, you will have the gift, the style, the sharpness, the clarity, and the emotions to affect other people.”

People all the times write different proposals to clients, emails to colleagues and to senior executives, while doing all these things we have to be very accurate and must use the soft skill with formal language.

To make our business writing clear and effective we must keep few things in mind.

Solid Writing Skill.

Your writing is one of the primary mediums in which you will be judged throughout your life. The emails, texts, and reports you send on a daily basis are a physical representation, and record, of *you*. Over time, these representations build your reputation and impact the relationships you need to thrive in your career.

Think Before You Start Writing

Before you start writing anything, stop and think about what you want and need to say. Ask yourself, “What does this person need to know or understand after reading this email?”

You can also use the “5 Ws + H” that all journalists use when crafting their work:

Who, What, When, Where, Why and How.

Always Be Professional

Sometimes it’s tempting to throw in a joke or include some office gossip in an email. However, these add-ins don’t contribute to your message and can negatively affect your reputation. They’re also easily misunderstood.

Clarify Your Call to Action

Your business communications are sent with a purpose; it’s rare that you’ll write an email that’s purely informational. Chances are, you need your reader to do something: call you back, give you more information, confirm their presence at a meeting, and so on.

Don’t leave it up to your reader to figure out what you want them to do with this information. Spell it out, and be specific. For example:

Please send back any edits by 5pm Tuesday.

Please call this client back by Friday to resolve the issue.

Be clear about what you want and you’ll probably find you get better results from your readers.

Answer No4:

Public speaking skills refer to the talent of effectively addressing an audience. Whether it is in front of a group of people you already know or a crowd of complete strangers, your ability to communicate to them with clarity and confidence is known as your public speaking skills.

There may or may not be an opportunity for interaction between the speaker and audience. The basic difference, however, between a casual talk and public speaking is that the latter is more purposeful and meant for celebratory, entertainment, influencing, or informative purposes.

Strategies and techniques used for successful addressing to the group of people.

Prepare with practice.

Once you have prepared a presentation or speech by giving it a logical flow and making it more vibrant with the addition of examples, stories, and visually appealing props, only then your true preparation begins. If you are wondering what that means, remember that practice is the key to preparation. Practice your speech/presentation alone or seek to speak in front of other people until you can speak fluidly with confidence and comfort. This may sometimes require you to tweak your words during practice but it's preferable to do so in practice instead of doing so at the occasion where you intend to take the mike.

Accentuate your strengths.

Analyze yourself as a public speaker and identify your true strengths and weaknesses. Most of us tend to imitate other public speakers who are popular amongst the crowd. However, the best way is to be yourself and focus on your own strengths. For instance, you might have a good sense of humor that helps in grabbing attention of the crowd, you may be an interesting story teller, or you may be good at clearly explaining complex ideas. Whichever is your strength, utilize it wisely to keep your audience paying attention.

Keep your ears and eyes open to feedback.

Although, all sorts of public speaking do not involve direct interaction between the speaker and his audience, there are various ways in which audience is able to provide feedback. If the audience cannot speak their opinion out loud, as a speaker you should be able to look for nonverbal cues such as the body language or facial expressions of the audience. The feedback, thus, provided by the audience can prove to be a helpful guide in improving one's public speaking skills.

Answer No 5:

Salman Nasir

Resume

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CAREER OBJECTIVES:

- ❖ Experienced, detail-oriented accountant seeks a position with ABC Company which will allow utilization of my problem-solving skills and development analytical skills, as well as an advanced understanding of popular accounting and tax software.

ACADEMIC QUALIFICATIONS:

Degree	Passing Year	Division	Board /University
B.S Economics	2017	1 st	University Of Peshawar

EXPERIENCES

- ❖ One Year of experience as an Accountant at The bank of Khyber Chitral Branch.
- ❖ Six months of experience as an Accountant at Tha Langland School and College.

OTHER SKILLS AND COURSES:

- ❖ Strong Communication skills.
- ❖ Computer Skills with DIT from Government Commerce College Chitral.
- ❖ Typing speed 40 words per minutes.

LANGUAGES:

- ❖ English
- ❖ Urdu

REFERENCES:

- ❖ **Shah Karez, Manager Khyber Bank Chitral Branch Chitral.**
Email: karez23a@gmail.com
- ❖ **Mr.Abdullah, Principal The langlands School and College Chitral.**
Email: abdullah11@gmail.com