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Q No1:Describe in detail the Poor listening, Lack of planning and Language problem as barriers in communication.

**Ans: Causes of poor listening:**

Hearing and listening are two different activities, Hearing is just taking the information in the ears while listening is understanding that information. There are so many reasons of poor listening because of which we fail to understand the words of speaker as well as to solve any kind of problem. All these causes are because of lack of awareness that listening is important. Here we will try to cover all those points one by one.

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**Lack of awareness:**

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No doubt listening is the skill we use most for communication but it is also the skill in which we have least training. As compare to it we have much training in reading , writing and speaking skills. It is very easy to find out training for all others skills but difficult for listening skill.

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**Listening is hard work:**

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Listening seems to much easy but it is not a easy job. It is very difficult to listen someone with concentration all the time. If we listen to a speaker for long period of time we will found our self tired physically as well as mentally and loss our focus.

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### Lack of Interest:

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If the listener have no interest in the topic on which speaker is talking or he is not interested in the speaker than he can not listen. In other words he just hear the words not understand.

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### Lack of vocabulary:

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Lack of vocabulary is also one of the reason of poor listening skill. If a person does not have good hold on language or poor vocabulary of the speaker he will unable to understand the meaning of speaker words.

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### Bad listening habits:

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Most of the people do not understand the points of speaker because of bad listening habits. Some of which I have described here.

1. Most of the people while listening to the speaker have FAKE ATTENTION, they are there physically but mentally they are some where else.
2. TALKING or CREATING DISTURBANCE during listening to someone is also a bad habit of some of us. For example whispering.
3. PLANING with things (pen , mobile etc) while listening to the speaker divert our concentration from the speaker.

4. Too many of us listen only for facts and miss the idea of the speaker which he is trying to make and we lose the primary points of the speaker.

### Poor Judgement

When listening to a speaker's message, it is common to sometimes overlook aspects of the conversation or make judgments before all of the information is presented. Listeners often engage in confirmation bias, which is the tendency to isolate aspects of a conversation to support one's own preexisting beliefs and values. This psychological process has a detrimental effect on listening for several reasons.

### Lack of Prioritization

Just as lack of attention to detail in a conversation can lead to ineffective listening, so can focusing too much attention on the least important information. Listeners need to be able to pick up on social cues and prioritize the information they hear to identify the most important points within the context of the conversation.

1:Lack of planning: Lack of planning is the biggest barrier in the way of effective speaking. Often a speaker does not give proper attention to the subject, situation, place, audience, duration, nonverbal and Such speeches seldom succeed.

2:Language problem: In a speech, the speaker is on inspection. The people not only listen to him but also see him. Excessive gestures, body should assist the words. HE should vary his facial expressions as the situation requires.

**Q no2:Write a comprehensive note on written communication.**

**Ans:** The written communication is the most common and effective mode of business communication. In any organization, the electronic

mails, memos, reports, documents, letters, journals, job descriptions, employee manuals, etc. are some of the commonly used forms of written communication.

Such communication is used when the information to be transmitted is lengthy and includes some complex terms that cannot be explained verbally. Also, the organizations maintain their documents in writings such that these can be used as a reference and evidence of any transaction anytime in the future. Thus, it is essential for every business organization to develop effective writing skills and inculcate this in all its employees.

The effectiveness of written content depends on the correct choice of words, their organization into correct sentence sequence and the cohesiveness in the sentences. The information in writing is considered more legal and valid than the spoken words. Also, people rely more on the written content than what has been said orally. But, however, unlike verbal communication the feedback of written communication is not immediate since it is not spontaneous and requires time to get into the understandable form.

2:A 'Written Communication' means the sending of messages, orders or instructions in writing through letters, circulars, manuals, reports, telegrams, office memos, bulletins, etc.,

**Explanation:**

Written Communication. Definition: The Written Communication refers to the process of conveying a message through the written symbols. In other words, any message exchanged between two or more persons that make use of written words is called as written communication.

## **ADVANTAGES AND DISADVANTAGES OF WRITTEN COMMUNICATION**

One advantage to using written forms of communication is that written messages do not have to be delivered on the spur of the moment; instead, they can be edited and revised several times

before they are sent so that the content can be shaped to maximum effect. Another advantage is that written communication provides a permanent record of the messages and can be saved for later study. Since they are permanent, written forms of communication also enable recipients to take more time in reviewing the message and providing appropriate feedback. For these reasons, written forms of communication are often considered more appropriate for complex business messages that include important facts and figures. Other benefits commonly associated with good writing skills include increased customer/client satisfaction; improved inter-organizational efficiency; and enhanced image in the community and industry.

**Q no3:How does Conciseness, Completeness, and Clarity come in a message?**

**Ans: Conciseness:**Conciseness means forming your message with minimum number of words possible without invalidating the other 6 C's. Avoid wordiness, repetition, and filler words or phrases, such as »in short«, »as stated before«, »due to the fact that«, »this is the first study«, etc. This is particularly important in project proposals or research papers with strict word limits. Concise message is also more appealing and comprehensible, and will save time both to you and your audience.

Conciseness is interconnected with the principles of concreteness and consideration.

**Completeness:**A complete message should convey all facts required by the audience. In interdisciplinary research, for example, your reviewers might be from another scientific field. It is therefore wise to include more general information than you normally would if you wrote a paper within your narrow expertise. On the other hand, there is no possibility for

corrections or follow-up in the revision process of project proposals. You thus need to ensure that reviewers have all the facts at hand if you wish that your project is convincing.

Completeness is interconnected with the principles of clarity and courtesy.

**Clarity:** Clarity is best achieved through short, simple and fluent sentences and paragraphs. Each paragraph should describe only one idea, and paragraphs should be organized from »the big picture« at the beginning to greater detail towards the end. The last sentence in a paragraph should indicate the information in the next paragraph. Appropriate idea flow ensures that the readers are exposed to right information at the right time, especially if they are not from your immediate scientific field.

Clarity is interconnected with the principle of completeness and concreteness.

**Q no4: Define listening. What techniques would you suggest to improve listening skills?**

**Ans:** Listening is the ability to accurately receive and interpret messages in the communication process.

Listening is key to all effective communication. Without the ability to listen effectively, messages are easily misunderstood. As a result, communication breaks down and the sender of the message can easily become frustrated or irritated.

If there is one communication skill you should aim to master, then listening is it.

**Listening is so important that many top employers provide listening skills training for their employees. This is not surprising when you consider that good listening skills can**

**lead to better customer satisfaction, greater productivity with fewer mistakes, and increased sharing of information that in turn can lead to more creative and innovative work.**

**Many successful leaders and entrepreneurs credit their success to effective listening skills. Richard Branson frequently quotes listening as one of the main factors behind the success of Virgin.**

improve listening skills:

### **1. Face the speaker and give them your attention**

It is difficult to talk to someone who is constantly looking around. Make sure to face the speaker, maintain eye contact, and give them your undivided attention. In Western cultures, eye contact is necessary for effective communication. Although shyness, uncertainty, or **cultural taboos** may inhibit eye contact, try your best to make sure the speaker knows that they have your full attention.

### **2. Keep an open mind**

Do not judge or mentally criticize what the speaker is telling you. Doing so can compromise your ability to take in what is being said. Never exhibit judgmental behavior, as it compromises your effectiveness as a listener. You can evaluate what was said after the speaker is finished talking, but don't do so while you are still listening to them.

Let the speaker finish what they are saying and don't be a sentence-grabber. Interrupting the speaker or prohibiting them from finishing what they are saying can indicate disrespect to the speaker. Often, interrupting the speaker mid-sentence interrupts their train of thought and can easily destroy a productive conversation.

### **3. Active listening**



Active listening shows the speaker that you're interested and is an important business communication skill. Using active listening techniques helps to ensure that you correctly understand what is said.

### **Active listening techniques:**

- Paraphrasing back to the speaker what was said, to show understanding
- Nonverbal cues (nodding, eye contact, etc.)
- Verbal affirmations (“I understand,” “I know,” “Thank you,” etc.)
- Demonstrating concern and establishing rapport

### **4. Just listen!**

Create a mental model of the information, whether it be a picture or an arrangement of abstract concepts. Listen to keywords and phrases and do not rehearse what you are going to say after the speaker is done talking. Think about what the other person is saying rather than what you are going to respond with. It is difficult to think of what you are going to say while also listening to the speaker. Be attentive and relaxed – don't get distracted by your own thoughts and feelings.

### **5: Make Consistent Eye Contact**

Learning how to listen isn't just about what you say to others. Body language also has a major role to play.

Although it's off-putting if you stare at your interlocutor and refuse to blink until they've stopped speaking, it is important to hold their gaze at least most of the time. It is an encouraging way to communicate interest, understanding, and focus.

Be sure to tailor your eye contact to the needs of others, too. If you're dealing with someone anxious, cut back on direct stares and focus on other active listening skills that are less confronting to [shy people](#).

**6: Avoid Distractions:** Too often, we allow external or internal distraction to divert our attention from the speaker message. We must therefore, work hard at become active listener. We should shake off distractions. We can fight distractions by closing door, moving closer the speaker, and giving more attention.

**7: Avoid prejudice:** Do not prejudge the speaker because of appearance or occupation. Do not make conclusions about the speaker before hearing what is said . We should not judge the speaker how he look, talks, and deliver. A good listener's task is to focus on the message. Not an a speaker's dress accent or mannerisms.

**8: Use Nonverbal Skill:** Listening is a process that involves whole body. To help your focus, maintain eye contact, react responsively whit head nods or spoken signals. Pay attention to the speaker's body language. A positive posture helps in becoming a good listener.

**Q no 5: What is speaking? Explain the purpose of speech.**

**Ans: Definitions:**

The first duty of man is to speak “ \_ R,L Stevenson  
Business-people spend 30% of their time on speaking. In vast context, speaking means making a speech. We mean giving a speech to a small group or a large audience.

**purpose of speech:**

**1: To Inform**

The first general purpose that some people have for giving speeches is to **inform**. Simply put, this is about helping audience members acquire information that they do not already possess. Audience members can then use this information to understand something (e.g., speech on a new technology, speech on a new virus) or to perform a new task or improve their skills (e.g., how to swing a golf club, how to assemble a layer cake). The most important characteristic of informative topics is that

the goal is to gain knowledge. Notice that the goal is not to encourage people to use that knowledge in any specific way. When a speaker starts encouraging people to use knowledge in a specific way, he or she is no longer informing but is persuading

## **2:To Persuade**

The second general purpose people can have for speaking is to **persuade**. When we speak to persuade, we attempt to get listeners to embrace a point of view or to adopt a behavior that they would not have done otherwise. A persuasive speech can be distinguished from an informative speech by the fact that it includes a call for action for the audience to make some change in their behavior or thinking.

## **3:To Entertain**

The final general purpose people can have for public speaking is to entertain. Whereas informative and persuasive speech making is focused on the end result of the speech process, entertainment speaking is focused on the theme and occasion of the speech. An entertaining speech can be either informative or persuasive at its root, but the context or theme of the speech requires speakers to think about the speech primarily in terms of audience enjoyment.

**4:TO explain:**A speaker may also explain a situation. It may remove doubt about a thing,IT may increase interest in a product or an idea. The speaker may compare two things to reach a decision.He may also clarify a complex state of affairs.

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