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COMMUNICATION PRACTICES

ANSWER SHEET

Q1) Make a Do's and Don'ts list for effective communication.

ANS) Communication:

Communication is commonly the action of transferring information from one place, person or group to another. Each communication carries partially one sender, a message, and a recipient.

Do's and Don'ts for effective communication:

The ability to communicate effectively is not the same for everyone, but we can determine some basic trade skills by understanding the following operations and do's and don'ts of an effective communication.

DO'S for an effective communication:

1. Do Be Clear & Direct:

Say what you have to say. Whether it's oral or written, make sure your language is clear and unequivocal and your message is conveyed directly. Don't knock around the bush; Go down the throat. Make sure that the recipient understands the message as expected and avoids the acronyms when it is likely unclear.

2. Do Paraphrase:

The paraphrase's goal is to make sure you are clear about what's said and to allow the speaker to know that you are interested in what it's communicating. Both are equally important for effective communication.

3. Do Be Respectful:

This means using the other person's name, looking them in the eye and shaking your head to help you understand what they are saying. If you communicate in writing, read before sending the message to make sure that it cannot be misinterpreted or considered disrespectful. When you're on the phone, you don't do a lot of chores even if you think the person at the other end of the line doesn't know you are.

4. Do Tailor Conversation to Audience:

Communicating with your manager, colleague, customer, or vendor may require a slightly different style. With your boss, make sure you choose the right time and ask what you need and what you expect them to deliver reasonably. For a colleague, be direct, open and transparent.

5. Do Face To Face:

When you convey difficult information or something that can lead to many questions, choose to have a direct face-to-face conversation. You'll also see the huge advantage of nonverbal communication signals, including tone of voice, facial expressions and other body languages.

DON'TS for an effective communication:

1. Don't Give More Attention To Cell Phones Than People:

This practice is rude and sends the message to the public that their work is not important. In addition, constant SMS or phone control means that you are not connected to the current communication.

2. Don't Overuse Abbreviations:

This prevents people from practicing their spelling and writing clear, articulated messages. It can put them at a disadvantage to get their points up, which can be a particular responsibility for many jobs.

3. Don't Monopolize The Conversation:

For communication to be effective, it must stream in both directions. If you focus solely on broadcasting your point, you may lose very important information from other people involved in the conversation.

4. Don't React Or Get Upset:

Many things involved in difficult discussions can and will be illegal to tempt an emotional reaction. Remember that getting angry won't help you think clearly and will leave a bad impression on all parties involved in the interaction.

5. Don't Interrupt:

Everybody be part of the floor. Everyone involved in a project meeting is there for some reason and has a valid need for airtime. Don't let anyone feel offended by the dominance of the whole meeting.



Q2) List top three factors that are important for effective communication. Why do you think they are 'top 3'?

ANS) Important Factor For Effective Communication:

- 1. Listening**
- 2. Be Clear and Be Concise**
- 3. Patience**

I think these three factors are very important for effective communication now a day, because the finest communicators know to stop, actually listen and when they ready, continue the discussion with their considerations. Various people don't understand the skill of a two-way conversation.

The best way to communicate well, even decent, is to listen. Truly listen, Listen to their words. Read their body language. And at the correct time, let your words flow logically in response. This makes it effective communication.



Q3) Why Interpersonal Competencies are essential? Argue.

ANS) Interpersonal Communication Skills:

Interpersonal skills are the behavior and procedures that a person uses to communicate effectively with others. In business, the term refers to an employee's capability to work fine with others. Interpersonal skills range from communication to listening to attitude and expulsion.

Interpersonal communication is the process by which individuals exchange information, sentiments and content through verbal and non-verbal messages. It is confrontational communication.

Interpersonal Competencies :

- **Active listening**
- **Collaboration**
- **Responsibility**
- **Reliability**
- **Leadership**
- **Motivation**
- **Flexibility**
- **Tolerance**
- **Responsiveness**

Why Interpersonal Skills Important:

Interpersonal skills are skills that can be transferred and implemented across all scales of our lives. There is not a single aspect of our experience that these skills are not helpful. Interpersonal skills are not just human skills. These are life skills. And they help us communicate and share with others.

Where once, we might have lost tolerance and started an argument, we come instead for understanding and patience. Where once, we may have eliminated someone else's problems with apathy, we come instead of empathy and consideration.

Interpersonal skills are extremely valued in the corporate world. Jobseekers should take every opportunity to demonstrate their interpersonal skills in interviews and resumes.



Q4) Why do you think making great presentation is more effective?

ANS) Making great presentation helps an individual in improving his personal growth opportunities. In extension, it also grooms the nature of the presenter and elevates his levels of self-confidence.

The ability to present and speak publicly is very useful in many aspects of work and life. Effective presentations and public speaking skills are important for business, sales and trades, education, teaching, lessons, and generally feel comfortable talking to a group of people.

The development of self-confidence and the ability to make good presentations, and standing in front of an audience and speaking well, are also very useful skills for self-development and social situations.

