

**ENGLISH**

**FINAL ASSIGNMENT**

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**15885**

**QNO1**

In many interpersonal encounters, the first few minutes are extremely important. How do you maintain the success of verbal communication for further interaction?

ANS: **VERBAL COMMUNICATION**

Verbal communication is any communication that uses words to share information with others.

## **SKILLS USED FOR VERBAL COMMUNICATION**

This first impression guides future communications to some extent.

The following skills help in verbal communication for further interaction

- **Be friendly**

People who communicate with a friendly tone and warm smile almost always have the edge. The reason is simple: we are subconsciously drawn to people who are friendly because they make us feel good and bring more enjoyment to our lives.

- **Think before you speak.**

*“Better to remain silent and be thought a fool, than to open your mouth and remove all doubt.”* Many people say whatever goes through their minds without putting any thought into what they are saying. As a result, they say things that end up reflecting poorly on themselves.

- **Be clear.**

Most of us don't have the time nor do we want to spend our emotional energy to figure out what someone else is trying to say. People who are indirect in their verbal communication and who tend to hint at things without saying what's really on their mind are seldom respected. When there is something you want to say, ask yourself, *“What is the clearest way I can communicate this point?”*

- **Be your authentic self**

Today, people are turned off by those people who feel the need to put on a show to make their point. Instead, people are attracted to someone who speaks from the heart and is genuine, transparent, and real.

- **Practice humility.**

Humility is having a modest view of one's own importance. It is one of the most attractive personality traits one can possess and is one of the most significant predictors of someone who is respected. People who speak with humility and genuine respect for others are almost always held in high regard.

- **Speak with confidence**

We don't have to sacrifice self-confidence to practice humility. Confidence is a self-assurance arising from an appreciation of one's true abilities, whereas humility is having a modest opinion of one's own importance. Speaking with confidence includes the words we choose, the tone of your voice, your eye contact, and body language.

- **Focus on your body language**

When you are engaged in face-to-face verbal communication, our body language can play as significant of a role in the message you communicate as the words we speak. Your body language communicates respect and interest. It puts real meaning behind our words.

- **Be concise**

Very few things are more irritating to us than when someone can't get to the point of what he or she is trying to say. Plan ahead.

- **Learn the art of listening**

Being an attentive listener is more important in verbal communication than any words that can come out of our mouth. We must show a sincere interest in what is being said, ask good questions, listen for the message within the message, and avoid interrupting.

**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?

The stone age communication is as old as Mesolithic form of communication in which complex human psychology involves.

## **STONE AGE COMMUNICATION**

### **DEFINATION**

Communication that can be done through symbol is called stone age communication.

### **TYPES**

Mesolithic communication

Paleolithic communication  
Neolithic communication

## QNO3

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? the following characteristics are especially important for business writing.

- **CLEAR PURPOSE**

The well-known saying, “Time is money,” is well-known because it’s true. Nobody – especially a business person – wants his time wasted, so be sure your purpose is clear and that what you write is worth taking the time to read.

- **CLARITY AND CONCISENESS**

There is a time and a place for creative figures of speech and poetic turns of phrase, but rarely is a business letter that time or place. The priority in business writing is the effective communication of specific information. Avoid wasting words and be precise with the ones you choose.

- **AWARENESS OF AUDIENCE**

Know the audience you are writing to. It makes a difference whether you are communicating with a customer service representative, a long-time co-worker, or a potential new client. Beware of phrases and expressions that could be misunderstood or offensive.

Know what your reader needs and wants to hear, and allow that knowledge to shape your writing.

- **APPROPRIATE TONE**

One tricky aspect of writing is that tone (i.e., the attitude of the writer toward his subject or audience) can easily be misinterpreted. Avoid sarcasm. Be aware that a letter can sound colder and more severe than you may intend. Pay attention not only to what is said, but how your words may be interpreted. Do not be overly informal or familiar.

## **PRINCIPLE OF EFFECTIVE COMMUNICATION**



According to the **seven Cs, communication** needs to be: clear, concise, concrete, correct, coherent, complete and courteous.

7 Cs of Communication, and we'll illustrate each element with both good and bad examples.

**Definition:**

The **7 C's of Communication** is a checklist that helps to improve the professional communication skills and increases the chance that the message will be understood in exactly the same way as it was intended.

- 1. Clear:** The message should be clear and easily understandable to the recipient. The purpose of the communication should be clear to sender then only the receiver will be sure about it. The message should

emphasize on a single goal at a time and shall not cover several ideas in a single sentence.

- 2. Correct:** The message should be correct, i.e. a correct language should be used, and the sender must ensure that there is no grammatical and spelling mistakes. Also, the message should be exact and well-timed. The correct messages have a greater impact on the receiver and at the same time, the morale of the sender increases with the accurate message.
- 3. Complete:** The message should be complete, i.e. it must include all the relevant information as required by the intended audience. The complete information gives

answers to all the questions of the receivers and helps in better decision-making by the recipient.

4. **Concrete:** The communication should be concrete, which means the message should be clear and particularly such that no room for misinterpretation is left. All the facts and figures should be clearly mentioned in a message so as to substantiate to whatever the sender is saying.
5. **Concise:** The message should be precise and to the point. The sender should avoid the lengthy sentences and try to convey the subject matter in the least possible words. The short and brief message is more

comprehensive and helps in retaining the receiver's attention.

- 6. Consideration:** The sender must take into consideration the receiver's opinions, knowledge, mindset, background, etc. in order to have an effective communication. In order to communicate, the sender must relate to the target recipient and be involved.
- 7. Courteous:** It implies that the sender must take into consideration both the feelings and viewpoints of the receiver such that the message is positive and focused at the audience. The message should not be biased and

must include the terms that show respect for the recipient.

## **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?

Here are a few strategies that remain, and these are the ones proven successful when addressing a group of people.

### **1. Practice makes perfect.**

Practice your speech a few weeks ahead of the big day. Use this time to master each word that comes out of your mouth. Record yourself and see how fast or slow you are speaking, watch your body language and how you are using your hands to address the audience.

Know every word of your speech but give it personality, make it your own, make it unique.

As you're practicing see how different your speech would be if you change your tone of voice in certain parts. Know the subject of your speech well, confidence is crucial when addressing an audience and it will show on stage how confident you are.

## **2. Practice with an audience.**

You've practiced your speech by yourself for some time now, but what about in front of an audience? One of the best ways to practice your speech is to practice it under conditions that will resemble the day of your speech. Practice in front of a small group of people, to build your

confidence that way when you hit the stage you won't get flustered by the amount of people you'll see.

### **3. Hook your audience's attention.**

It's no secret that capturing your audience's attention early on is one of the fundamental points in public speaking. You should deliver your big idea or proposition during the first few minutes of your speech. This will be your "hook." As soon as you start speaking you should start stating all of the points of your speech. This way you will obtain and hold your audience's attention quickly.



#### **4. Your body language is key.**

You are the first thing that the audience will see and how you present yourself plays a crucial part on how the audience will receive the information you're about to present. Stand up straight when entering the stage and speaking to your audience, it will show your authority and confidence. If you walk into the stage slouching and not standing straight the audience will possibly get bored really quickly because you are.

#### **5. Don't get stuck, move around.**

Use the stage to your advantage, walk, run, jump or skip by doing this you will keep your audience eyes on you and keep

them engaged continuously by moving around. If you've seen a Kevin Hart comedy show, you'll see that he doesn't stop moving and uses his body to emphasize what he's telling the audience. Standing behind the podium or the microphone during your whole speech and not moving will turn your captive audience into a sleepy audience.

## **6. Set your goal.**

Another way to grab your audience's attention early on is to mention all of your talking points for the speech. By stating the order of your talking points, you will provide an overview of what the presentation will be like and what it will cover. You will tell the audience what your goals for that day, and

during your speech you will dive in depth into each talking point and finalize by summarizing each of them.

## **7. Get to know your audience.**

Know exactly the type of audience that will be attending your speech. You can use this information to tailor your speech around the type of people that will be attending.

Knowing more about your audience will help reduce stress levels regarding your speech. Furthermore, it will make you feel as you're not standing in front of strangers, but a group of people that share the same interests.

## **8. Begin with an interesting question or story.**

Start your speech with a question, story or puzzle. It will help take the audience's focus off you and into what you're asking them to place their attention on. The theory behind this is that it will get the audience thinking of another thing than using those first moments of your speech to judge you. It's a way to start your speech with ease and find a common ground with the audience.

## **9. Find others going through your same issues.**

You're not the only one going through stage fright, you can be sure about that. Find a group of people who are going through your same issues you are and see how they

overcome it or how they are working through them. A support team is always a beneficial tool to have in your armory of public speaking.

## **10. Get feedback.**

There's nothing wrong with receiving feedback, either if it is positive or negative feedback. Listening to what your audience says is one of the most important parts of being a successful public speaker. Your audience may point out things that you do while speaking that you may have not noticed before. Take every feedback as constructive criticism and apply it to your future speeches.

Public speaking is never an easy thing to do, some people are born with the talent, others need time to practice and perfect it. These strategies will help you prepare better for any future speaking engagements you may have. It's important that while preparing for your speech, you let your personality show, after all the audience is there to see you.

## **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.

NAME ZAHRAH GUL

ID 15885

NUMBER XXXXXXXX

SKILLS

- Standards of accounting
- Knowledge of regulatory standards
- General business knowledge

- Software proficiency
- Data analysis
- Attention to detail
- Effective communication
- Critical thinking
- Problem-solving
- Prioritizing
- Service orientation

## EDUCATION

Chartered Accountant (CA)

From LUMS



## EXPERIENCE

I have experience for 1 year as CA in BANK OF PUNJAN in Islamabad Headquarters