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**FINAL EXAM: ENGLISH**

**(Q1): In many interpersonal encounters, the first few minutes are extremely important. How do you maintain the success of verbal communication for further interaction?(A):** Interpersonal communication can take many forms. For example it can be verbal (speaking face to face), written (in a letter or an email, for example) or non-verbal (for instance facial expressions and body language). Interpersonal communication is so important in so many aspects of everyday life .

**8 rules for effective communication skills**

1. Think about both your content and your audience. Is your speech suitable?
2. Understand the core message you are trying to get across and the three points you want your audience taking away with them
3. Have an overview of your speech in mind before spending time on details
4. Have a clear presentation structure and show it repeatedly to your audience so they know which section they are on and how long left
5. Rehearse aloud. Record your voice and present to friends (if possible) to get feedback
6. Try and keep your speech simple, focus on only a few points and explain them clearly
7. Be enthusiastic, move around the stage and use body language to convey confidence
8. Make a list of possible questions and rehearse answers for them.

Some examples of interpersonal skills include:

1. Active listening.
2. Teamwork.
3. Responsibility.
4. Dependability.
5. Leadership.
6. Motivation.
7. Flexibility.
8. Patience.

**VERBAL COMMUNICATION:**

Verbal communication is the use of sounds and words to express yourself, especially in contrast to using gestures or mannerisms. An example of verbal communication is saying “No” when someone asks you to do something you don't want to do.

**Four Types of Verbal Communication:**

1. Intrapersonal Communication. This form of communication is extremely private and restricted to ourselves. ...
2. Interpersonal Communication. This form of communication takes place between two individuals and is thus a one-on-one conversation. ...
3. Small Group Communication. ...
4. Public Communication.

**7 Tips to Improve Verbal Communication Skills**

1. Think before you speak. By organizing your thoughts in advance, you can eliminate many of the awkward pauses that occur when speaking. ...
2. Be clear and concise. ...
3. Speak with confidence. ...
4. Vary your vocal tone. ...
5. Be a good listener. ...
6. Be aware of your non-verbal communication cues. ...
7. Think about the perspective of your audience.

**HOW TO IMPROVE INTERPERSONAL COMMUNICATION:**

Keep your focus on the conversation at hand. Maintain eye contact. Part of active listening is maintaining good eye contact. By doing so, you avoid being distracted by what is going on around you and you give the speaker non-verbal acknowledgment that you are listening.

**(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?**

**(A): Mesolithic:**

The Mesolithic is the Old World archaeological period between the Upper Paleolithic and the Neolithic. The term Epipaleolithic is often used synonymously, especially for outside northern Europe, and for the corresponding period in the Levant and Caucasus.

**Nonverbal Communication:**

Nonverbal Communication = Communication without words Nonverbal communication is a process of communication through sending and receiving wordless messages.

**Power of non verbal communication:**

Nonverbal communication is the most powerful form of communication. More than voice or even words, nonverbal communication helps to create your image in others mind and even you can express your emotions and feelings in front of others, which you are unable to express in words. Power of nonverbal communication.

**Types of Nonverbal Communication**:

There are two types of nonverbal communication:-1.**Intentional nonverbal communication**

Example: Pointing out the finger, giving smile and clapping.

2**. Unintentional nonverbal communication**

**Form of nonverbal communication:**

1. Eye Contact
2. Facial Expressions
3. Posture
4. Haptics or Touch
5. Gestures
6. Personal Space

**1.Eye contact**

A key characteristic of nonverbal communication, expresses much without using a single word. In American culture, maintaining eye contact shows respect and indicates interest. Eye contact also establish the nature of a relationship**.**

2. **Facial expressions**

Are the key characteristics of nonverbal communication. Your facial expression can communicate happiness, sadness, anger or fear. Facial Expressions

3. **Posture**

And how you carry your self tells a lot about you. How you walk, sit, stand or hold your head not only indicates your current mood, but also your personality in general. For example, if you cross your arms while standing, you indicate that you may be closed off and defensive . Meanwhile, walking with your head down and avoiding eye contact with others may indicate shyness . Posture

**4. Haptic**

Communication is communicating by touch. Touch or Haptics is the characteristic of nonverbal communication and used when we come into physical contact with other people. For example: We use handshakes to gain trust and introduce ourselves.

**5.Gesture**

Is a characteristic of nonverbal communication in which visible body actions communicate particular message. Gestures include movement of the hands, face, or other parts of the body.

1. **Personal space**:

The space you place between yourself and others. This invisible boundary becomes apparent only when someone bumps or tries to enter your bubble.

**(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?**

**(A): Business writing:**

Business writing is a form of professional communication that typically consists of memorandums, emails, letters, and other documents.[1] Usually found within a work environment, business writing helps employees communicate efficiently. Business writing is also used for communication with outside sources such as other companies or customers. The goal of business writing is to clearly define to your audience what you are trying to portray.

Based on what kind of audience you are writing to, (boss, coworkers, customers, other companies) certain formats will be expected. Your audience also dictates the content of the document and its tone. In most cases, a professional tone is expected although in some instances, such as with coworkers a more casual tone can be used.

**Effective business writing:**

E-mail may be the quick and convenient way to relay daily business messages, but the printed business letter is still the preferred way to convey important information. A carefully crafted letter presented on attractive letterhead can be a powerful communication tool. To make sure you are writing the most professional and effective letter possible, use the business letter format and template below and follow these basic business letter-writing guidelines.

**Select a professional letterhead design for your small business**:

Your business letter is a representation of your company, so you want it to look distinctive and immediately communicate "high quality."

**Use a standard business letter format and template**:

The most widely used format for business letters is "block style," where the text of the entire letter is justified left. The text is single spaced, except for double spaces between paragraphs. Typically margins are about 1 inch (25.4 mm) on all sides of the document, which is the default setting for most word-processing programs. If you are using Microsoft Word, you can turn to its built-in Letter Wizard for additional formatting assistance (look on the Tools menu).

**How to make Your Business Communication Stand Out:**

**1. Clarity**

Be clear about your key message. This means taking time to plan and craft that message, always keeping in mind what your goals are, and how your key message is linked to those goals.

**2. Connection**

It’s easy to take for granted you know who your audience is. So, think beyond the obvious and make sure you have accurately assessed whom it is you want to connect with. Only then can you anticipate your audience’s needs and adapt your communication accordingly.

**3. Creativity**

The “same old same old” won’t make you stand out. So, brainstorm new ways to inspire and motivate your audience. In other words, be creative! For example, study success stories outside the world of business communication and apply them to your work. (For instance, by watching Instagram videos of a wildly successful fourteen-year-old basketball sensation!)

Ultimately, communication is like telling a story. You need to make it human, you need to be personal, and you should have a beginning, a middle, and an end. That’s how your communication will stand out. And remember, you need to stand out, if you want anyone to “pass to you.”

**(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?**

**(A): 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.

**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.**

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033xxxx

Objectives

Seeking a position as an accounting assistant where extensive experience will be further developed and utilized.

Education

**M.B.A / ACCOUNTING**

Aups 2005

**B.A / ACCOUNTING**

Nust 2008

Experience

Pinnacle Consulting private limited

| Rawalpindi, Pakistan

***Accountant*** *21march2010 – 10dec2015*

Analysing account and business plans

**AWARDS**

Employee of the month

Skills

* General business knowledge,
* Software proficiency,
* Data analysis,
* Attention to detail,
* Effective communication,
* Critical thinking,
* Standards for accounting,
* Problem solving