**NAME: Nawaz Ahmed.**

**ID: 15870.**

**Assignment: Exam.**

**Subject: Business English.**

**Ma’am: RIZWANA IQBAL.**

**Date: 30th, June, 2020.**

**ANSWER OF QUESTION: 1.**

**INTERPERSONAL ENCOUNTERS:**

Interpersonal encounter means that you have some negative feelings about your presentation or work, also if you have some stress or fear in your mind is called interpersonal encounters. But don’t be panic because the first few minutes are extremely important for our presentation and personality too.

**COMMUNICATION:**

The exchange of ideas between and among human being is known as communication. It is two way process. It may be verbal or nonverbal communication.

 The word **communication** comes from **latin word** communicane, communio, communis.

 These word means to **share, to exchange.**

**OBJECTIVES OF COMMUNICATION:**

* The main thing is to inform.
* To persuade.
* To explain situation.
* To promote good will.
* To built human relations.

**VERBAL COMMUNICATION:**

 The type of communication in which the message is transmitted through the spoken words. The sender must keep his speech tone high clearly audible to the audience. In this communication sender transmit his feelings, thoughts ,ideas, opinions,etc and express in the form of speeches, presentations and meetings.

 It not only depends on the speaking ability of an individual but also on the listening skills. How effectively an individual listens decides the effectiveness of the communication.

**Maintaining Successful Verbal Communication:**

1. **Prepare Well:**

For your presentation or speech you have to prepare well like prepare speech or presentation according to your audience and you have to rehearse your work again and again for best communication.

1. **Speak with confidence:**

Speaking in a confidence will help a lot about your work. It includes your tone and body language and eye contact with your audience. If these were good like clear tone ,

Accepting body language and eye contact with audience rather then look into the paper your communication will be best.

1. **Accept Silence:**

 Sometimes one of the best ways to make a point is to pause after speaking your presentation or speech this can allow you and listener to understand what has been said.

1. **Display proper Physical Behaviour:**

Physical behaviour includes appearance, facial expression, movement,etc. A speaker should be well groomed. He should look confident. He should maintain a proper posture. He should move with a purpose. He should vary his facial expressions as the situation requires.

1. **Think before you speak:**

Always think before you speak it will help you to maintain verbal communication.

1. **Moderate vocal behaviour:**

Your voice is your trademark. Maintain your volume, tone, speed, voice quality, and pronunciation. Be sure you can be heard clearly by every section of the audience. The attention to your speech. Pronounce the words correctly.

1. **Give answers open minded and think before speak.**

**Answer of question: 2.**

**COMMUNICATION:**

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**Mesolithic Age:**

It is And middle Stone Age, while the start and end of the mesolithic period vary by geographical region, dated approximately from 10,000 BC to 8000 BCE.

 It is the old stone age period.

**Communication in mesolithic period:**

As we know mesolithic is an old stone age period. There were no better communication skills. People use non-verbal communication and almost written communication for speaking purpose and to express their feelings, thoughts, ideas and opinions,etc.

**COMPLEX HUMAN PSYCHOLOGY:**

Psychology is the science of behaviour and mind. Psychology includes feelings, thoughts, discipline and behaviour.

 Human psychology in mesolithic period was not that much strong because at that time there was no way of communication to express feelings but people used to create sounds and paintings and drawings for communication purposes. Also symbolic form with occasional archaic origins used for communication.

**NON-VERBAL COMMUNICATION IN MESOLITHIC ERA:**

Non-verbal communication is the process of communication without words, it communicates through facial expressions, gestures, movement, smell, touch, silence, time, body language, eye contact, tone of voice.

 It is the type of communication defined as the communication between the sender and the receiver when you go to physically present at please use all means other than verbal communication like spoken word to convey their message, feelings and thoughts.

**ALMOST IT INCLUDES THE WRITTEN FORM OF COMMUNICATION:**

**WRITTEN COMMUNICATION:**

 Written communication is the process that includes sending messages, orders or instructions in writing through letters, drawings, paintings, reports, telegrams, and bulletins.

 As we know that all we got information about past mesolithic age or stone age through written communication like cave writing, paintings, drawings, their wall writing messages. It means there was almost written communication in mesolithic era that helps us a lot and gave information about the past.

**TYPES OF WRITTEN COMMUNICATION:**

* Transactional
* Persuasive
* Informational
* Instructional

**IMPACTS::**

* Easy to preserve.
* Permanent record.
* Prevent wasting of time and money.
* Accurate presentation.
* It gives proper information.
* Create confidence.
* Increase Writing skills.
* Use as legal document.
* Gives information.
* It can be send to to many persons at a time.
* Future reference.
* Suitable fir sending data.

**ANSWER OF QUESTION :3.**

**BUSINESS WRITING:**

That writing which convey your thoughts clearly, needs essential skills and success in a business.

It is workplace writing, which is a form of technical writing.

**EFFECTIVE BUSINESS WRITING:**

* Developing good reading strategies.
* Creating powerful presentations.
* Tone.
* Punctuation, grammar and spelling.
* Organizing your thoughts.
* Should be clear and to the point.
* Language has to be effective.
* Use short sentences and paragraphs.
* Be concise.
* Have a plan.
* Respond to reader’s needs.
* Try to use present tense.
* Make writing direct and simple.
* Write the way you talk.
* Revise.
* Make it perfect.

**BUSINESS COMMUNICATION:**

Business communication is the sharing of information between people within an organisation that is performed for the commercial benefit of the organisation.

 Used to promote an organization that relay information within the business or deal with legal and similar issues.

**ANSWER OF QUESTION: 4.**

**PUBLIC SPEAKING:**

 It is the process and act of speaking or giving speech to a group of people in a deliberate manner. It is also the act of making speeches in public.

* Usually face to face.
* To inform, influence or entertain a listening audience.
* Making them under stand about topic.
* Uses words, facial expressions, and movement.
* More formal than conversation.

Some people love this speech or speak and some are terrified by it.

**STRATEGIES FOR ADDRESSING TO A GROUP OF PEOPLE:**

 There are many strategies and techniques for successful addressing to a group of people as discussed below;

* **Learn the Art of participation:**

It is the first and important date to perform well in front of group audience. Don’t expect others to force you to speak. You have to speak by your own and share your ideas with others. Remember It’s a discussion, not a fighting ground. Be polite but firm.

* **Be Confident:**

You have to be confident for this and to deliver your message. Give introduction about yourself with confident. This will help your speech better and effective and it will also give support and confidence.

* **Know about religion:**

The speaker must know about the religion of the crowd or group. According to their religion he have to talk this will help him for successful communication.

* **Eye contact:**

 For an affective group communication must have your eye contact on audience you have to pay full attention on your audience or group and on your topic. Don’t look to your paper on which your speech is written just to look to your audience.

* **Rehearse your speech:**

For an effective communication you have to rehearse your speech again and again by this process you will find easy to convey a message to the audience.

* **Ages and Education:**

You have to know about their ages and education. According to their ages an education you have to give the speech. Explain your speech and motivate them also.

* **Body Language:**

Your body language must be acceptable during addressing the group. If your body language is not good then automatically your value will be down and audience will not take interest in your speech.

* **Dressing:**

Your dressing is the main thing people focus on. That’s good if you dress up according to their culture it will help you to address the group because they will feel comfortable after watching you in their culture dress.

* **Start with smile:**

Always begin your presentation or a speech with warm smile. It actually works! Greet your audience well to create a friendly ambience. Start your presentation by introducing yourself as well as your topic.

 Group addressing is very important for society. You have to be careful about your speech and topic. As I mentioned above strategies or techniques which will help you out for successful addressing to a group.

**Answer of question: 5.**

**RESUME FOR THE ACCOUNTANT VACANCIES (job):**

**Nawaz Ahmad**

Gulgasht colony near civil quarters.

Street:1, house: 9.

O3350195676.

Nawazsid24@gmail.com

**Skills Summary**

Oracle

SAGE

Time management.

Communication skills

Computer skills: Microsoft Office

Language: Urdu, English, Hindko, and Pashto.

**Education**

***Degree / Date of Graduation***

M.B.A /Accounting

Cecos college

2017

B.A/ Accounting

Private

2014

Matriculation

Peshawar Model School

2012

**Experience**

***Financial Analyst***

*Job Title / Dates of Employment*

Financial analyser 2years. 2017-2018

BBG professionals, Rawalpindi, Pakistan.

Created financial reports, analyze and interpreted account records

**Awards and Acknowledgements**

***Type of Award / Award Description***

Employee of the Month

BBG professional

March, 2018.