

Name

M. Idrees Khan

I.D.

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Dept.

B.E.E

Paper

Communication
Skills

Instructor

Mam Rizwana Iqbal

Q NO. 1

Ans:-

Verbal Communication:-

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

The words may be both spoken and written.

The verbal element of communication is all about the words that you choose, and how they are heard and interpreted.

When you meet with first time with someone, you form an instant impression of them, based on how they look, sound and behave, as well as anything you may have heard about them from other people.

Active listening is an important skill. This vital for good verbal communication.

- (i) Be Prepared to listen.
- (ii) Keep an open mind.
- (iii) Concentrate on the main direction of the speaker's message.
- (iv) Avoid distractions.
- (v) Be Objective
- (vi) Do not be trying to think of your next question.

Improving Verbal Communication:-

There are a number of tools and techniques that you can use to improve the effectiveness of your verbal communication.

Reinforcement:-

Reinforcement is the use of encouraging words alongside non-verbal gesture such as a head nod, a warm facial expression and maintaining eye contact.

The use of encouragement and positive reinforcement can:

- (i) Encourage others to participate in discussion.
- (ii) Show interest in what other people have to say.
- (iii) Alleviate fears and give reassurance.
- (iv) Reduce shyness or nervousness in ourselves and others.
- (v) Show warmth and openness.

Question:-

Questioning is broadly how we obtain information from others on specific topics. We use two types of question.

① Closed Question:-

Closed question tends to seek only a one or two word answer.

They therefore limit the scope of the response.

These type of question allow the question to remain in control of the communication. Closed question can be useful to focusing discussion and obtaining clear, concise answers when needed.

(2) Open Question:-

Open questions demand further discussion and elaboration. They therefore broaden the scope for response.

For example

"What was the traffic like this morning?"

Open question will take longer to ~~an~~ answer, but they give the other person far more scope for self-expression and encourage involvement in the conversation.

Reflecting and Clarifying:-

Reflecting is the process of feeding back to another person your understanding of what

has been said.

Reflecting often involves paraphrasing the message communicated to you by the speaker in your own words.

You need to try to capture the essence of the fact and feelings expressed and communicate your understanding back to the speaker.

It useful skill because:-

⇒ You can check that you have understood the message clearly.

⇒ The speaker gets feedback about how the message has been received and can then clarify or expand if they wish.

- ⇒ It shows interest in, and respect for what the other person has to say.
- ⇒ you are demonstrating that you are considering the other person's viewpoint.

Q No:- 02

Answer:- Non-Verbal Communication is the form of communication which is as old as mesolithic and clearly involves complex human psychology behind the simple visual aesthetic. Non-Verbal Communication the term non-Verbal Communication was introduced in 1965 by Psychiatrist Jurgen Ruesch and author Weldon Kees in the book "Nonverbal Communication: Notes on the visual perception of human relations."

Defination:- These aspects of communication, such as gestures and facial expressions, that do not involve verbal communication but which include nonverbal aspects of speech itself (accent,

tone of voice, speed of speaking, etc.)

“The most important part of communication is hearing what is not said.” - Peter DRUCKER

Although verbal communication is important, spoken words make up only a small part of communication. The majority of communication is nonverbal.

In fact, some research has shown that up to 93% of communication is nonverbal!

The amount of communication is non-verbal shows why it is so important to pay close attention to people's actions as well as their words.

So how do people communicate non-verbally?

Non-verbal communication is made up primarily of facial expressions body language.

Understanding these non-verbal cues helps to fully understand what the speaker is saying.

Mastering non-verbal communication will enable you to be a better communicator as you get a better understanding of the non-verbal cues you need and the people you communicate with sending.

If you don't understand non-verbal communication, you will miss out on

or part of the message,
non-verbal cues can tell
you how people will
miss out on part of
the message.

So what are non-verbal
cues and how can you
identify them?

Here is a list of common
non-verbal cues
that can tell you
a lot about what
a person is saying.

- ① Eye Contact
- ② Pace or speed of speech
- ③ Crossed arms or legs
- ④ Posture or body position.
- ⑤ Facial Expressions.

Now that you know some non verbal cues to watch for, you can start looking at what they might mean. When reading nonverbal communication, pay attention to differences between what the people are saying and what they are doing. It is also important that you are aware of your own nonverbal cues. When your words do not match up with your facial expressions, body language and posture, people will notice. While they might not actually think, "This person's nonverbal communication does not match their words," they will experience feelings of mistrust, uncertainty and confusion when talking to you.

Q No:- 03

Answer:- you probably write on the job all the time. Proposals to clients, memos to senior executive, a constant flow of emails to colleagues. But how can you ensure that your writing is as clear and effective as possible? How do you make your communication stand out?

What the Expert Say:-

Overworked managers with little time might think that improving their writing is a tedious or even frivolous exercise. But knowing how to fashion an interesting and intelligent sentence is essential

to communicating effectively, winning business, and setting yourself apart. "As Marvin Swift memorably said, clear ~~the~~ writing means clear thinking." said Kara Blackburn, senior lecturer in managerial communication at the MIT Sloan school of management. "You can have all the great ideas in the world and if you can not communicate, nobody will hear them." Luckily, everyone has the capacity to improve, says Bryan Garner, author of The HBR guide to better business writing. "It's a skill that you cultivate." Here's how to write simply, clearly, and precisely.

Think before you write:-

Before you put pen to paper or hands to keyboard, consider what you want to say. "The mistake that many people make is they start writing prematurely?" Ask yourself what should my audience know or think after reading this email, proposal, or report? If the answer is not immediately clear, you are moving too quickly.

Be direct :-

Make your point right up front. Many people find that the writing style and structure they developed in school does not work as well in the business world. One of the great diseases of business writing is

Postponing the message to the middle part of the writing."

Acquire a knack for summarizing," he says, "If your opener is no good, then the whole piece of writing will be no good."

Cut the fat:- Do not

"use three words when one would do," says Blackburn.

Read your writing through critical eyes, and make sure that each word works toward your larger point. Cut every unnecessary word or sentence.

There is no need to say "general consensus" of opinion," for instance, when "consensus" will do. The minute readers feel that a piece of writing is verbose they start tuning out."

Read what you write:-

Put yourself in your readers shoes. Is your point clear and well structured? Are the sentences straightforward and concise? Blackburn suggests reading passages out loud. That's where those flaws reveal themselves. The gaps in your arguments, the clunky sentences, the section that's two paragraphs too long? Editing is an act of friendship," says Garner. "If it is not an act of aggression."

Practice every day:-

writing is a skill, says Blackburn, "and skills improve with practice." Garner suggests that reading well-written material every day, and being attentive to word choice, sentence structure, and flow.

The time is well spent because good writers distinguish themselves on the job.

Principle to remember:-

Do:-

- * Plan out what you will say to make your writing more direct and effective.
- * Use words sparingly and keep sentences short and to the point.

Do not:-

- * Argue that you simply can not write. anyone can become a better writer with practice.
- * Pretend your first draft is perfect, or even possible. Every document can be improved.
- * Bury your argument. Present your main idea as soon as possible.

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

(2) Practice with an audience :-

You have practiced your speech by yourself for some times now, but what about in front of an audience?

One of the best way 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 ~~any~~ amount of people you will see.

(3) Hook your audience's attention.

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 the points of your speech. This way you will obtain and hold your audience's attention.

(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.

(5) Don't get stuck, move around.

Use the stage to your advantage, walk, run, jump or just skip by doing this you will keep your audience eyes on you and keep them engaged continuously by moving around.

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:-

By starting 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.

(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.

(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 are 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.

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.

Q No:- 05

MUHAMMAD IDREES KHAN

Toran Khel Chock P.A.F Road

Mianwali

Idreebhai447@gmail.com

0304-9903448

Personal Statement

- Avoid Cliches
- Use Active Voice
- Using strong Verb
- Paint an Image
- Keep the story in the introduction
- Management skills
- And a passion for helping people of all abilities achieve their potential

Education

- * Matric, Fauji Foundation Model School Mianwali - 2010.
- * Intermediate Superior College Mianwali 2012.
- * BBA, Iqra National University Peshawar INUP. 2016.

Employment History

- September 2017 September 2018
Ideal Computer institute Nowshera.
- September 2018 September 2019
Cherat Cement Company Ltd.
Nowshera KPK.

Extra skills

- * Computer skills
- * Communication skills
- * Technical skills