**INU Peshawar Date 20th April 2020**

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| Department | (AHS) MLT |
| Subject | Communication Skills |
| Marks | 30 |
| Semester | -II |
| Mid Term Assignment | Spring 2020 |
| **Instructor** | **Hajra Iqbal** |

**Fill below blocks.**

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| Student Full Name | **Hizer Hayat** |
| Student Father Name | **Muhammad Hayat** |
| University ID Card Number | **15749** |

**Instructions:** Your time starts once you log in. You have only 48 hours to complete and submit your paper on the portal. After 48 hours your time would be automatically expired. Download this paper and save it with your full name and subject. Attempt all the answers on the same page and keep in your mind to click the **SAVE** after every 10 minutes. When you are done with paper, go through it and submit your final copy with your name and id on SIC portal.

**Note:** i. **Attempt all three questions. All questions carry equal marks. Be careful about spellings, sentence structure and punctuation marks.**

* **Define Communication Skills. What do you mean by Verbal and Non-verbal Communication? Explain the five ways of verbal and five ways of Non-verbal communication. (300-350 words) /10**

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| **Communication skills; The ability to convey or share ideas and feelings effectively.**  **“you’ll need good communication skills and must be able to work well with other”**  **Verbal communication;**  **When massages or information is exchanged or communicated through words is called verbal communication. Verbal communication may be two types: written and oral communication verbal communication takes place through face to face conversions, group discussions, counseling, interview, radio, television, calls, memos, letters, reports, notes, email, etc.**  **Nonverbal communication;**  **When massages or information is exchanged or communicated without using any spoken or written word is known as nonverbal communication. Non-verbal communication is usually understood as the process of communication through sending and receiving wordless massages.**    **Ways of Verbal communication;**   1. **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 makes us feel good and bring more enjoyment to our lives.** 2. **Think before you speak; I find that man people say whatever goes through their minds whiteout putting any thought into what they are saying as a result they say things that end up reflecting poorly on themselves.** 3. **Be clear; be clear the communication with other to understand what you want to say.** 4. **Don’t talk too much; when you communicate with other don’t talk too much communicate simple just our point.** 5. **Focus on your body language; when you communicate in face to face verbal communication, body language paly as significant of a role in the massage.**   **Ways of nonverbal communication**   1. **(1)Eye contact; important channel of interpersonal communication.** 2. **Facial expretions;the face is an important communicator.it is commonly said that the face is the index of the mind.it expresses the type of emotion or feelings such as joy, love, interest, sorrow, anger, annoyance, confusion, enthusiasm, fear, haterd, surprise, and uncertainty.** 3. **Posture and body orientation; you communicate numerous massages by the wy of walk, talk, stand and sit.** 4. **Body language; body language is another widely recognized form of non-verbal communication.** 5. **Touch; touch is a widely used form of non-verbal communication tool. By touching one express range of emotions, depending on the gender, age, relative status, intimacy and cultural background of the person.** |

* **What are the Barriers to Effective Communication? Enlist and explain any eight barriers to effective communication. ( 300 words) /10**

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| **Ans; Definition;**  **Any interference or noise that disrupts the smooth flow of effective communication.**   * **These barriers may come from either the sender/receiver or the condition of communication** * **They may confuse the listener or reader, create misunderstanding and confusion, and may sometimes lead to communication breakdown.**  1. **Physical barriers;**   **Physical barriers may prevent an individual from being able to interpret non-verbal cues. This is more common in communication methods relying on technology rather than face-to-face. Other physical barriers include:**   * **Old or broken equipment used for communication** * **Uncomfortable temperatures** * **Background noise** * **Poor lighting** * **Communicating close to the time of your break/lunch/end of work hours** * **Large work areas or working in an area that is physically separated from colleagues** * **Closed doors**      1. **Psychological barriers;**   **The psychology state of the speaker and listener can effect communication.**   * **Anger can lead to saying things you regret and misinterpreting what others says.**  1. **Organizational structure barriers;**   **Companies with unclear structure can make communication difficult.**   1. **Attentional barriers;**   **The listener may not pay enough attention to what is being said, perhaps they’re districted or uninterested or they think the speaker’s topic is irrelevant. This is very common in written communication.**   1. **Too much information;**   **Providing someone with an overwhelming amount of details can confuse them and district from your massages. This is especially the case if the massage has a lot of information that is new to the receiver.**   1. **Semantic and language barriers;**  * **Language differences between the speaker and the listeners** * **Difficulties in understanding unfamiliar accents** * **Use of: jargon, unfamiliar/regional expression, specialist abbreviations,slang,technical terminology**  1. **Interpersonal barriers;**   **Low self-esteem and prejudices can prevent you from forming relationships and connections with others due to your false perception.**  **To overcome this you need to communicate more with others to increase your confidence and learn about your strengths and weaknesses.**   1. **Physiological barriers;**   **Impaired eyesight, hearing problems, illness and pain can interfere with effective communication in the workplace.** |

**3. Write a dialogue between two friends discussing the means for earning living for them in the present situation. (Due to COVID-19 or state of emergency in the country). (300 words) /10**

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| **Hizer: aslam-u-laikm Salman**  **Salman: welcome salaam hizer**  **Hizer: how are you?**  **Salman: I am fine thank you, what about you?**  **Hizer: I am also fine.**  **Salman: ohh! That’s good.**  **Hizer: Salman what do you do?**  **Salman: Nothing I stay in home.**  **Hizer: why?**  **Salman: You don’t know that in Pakistan there was emergency.**  **Hizer: what type of emergency and why?**  **Salman: there was full lockdown in Pakistan every shops and work center are closed due to the covid-19 virus. That is very dangerous for human that transmit from one to another easily that’s why government locked everything that’s many people are note stand in one place.**  **Hizer: fruits and vegetable shops are open?**  **Salman: no one shops are open just medical stores are open.**  **Hizer: so what you do for daily food requirement?**  **Salman: I stored all food that required for home.**  **Hizer: You are government servant that’s why you buy every think what about poor people who work daily bases hare work are stop.**  **Salman: government gives every poor family 1200 rupees for his requirement.**  **Hizer: that’s good. I lesion that our mosque are also closed.**  **Salman: No that’s not true mosque are not closed but just 3 people are pray at a time in mosque and other people are pray in our home. That is for all people safety.**  **Hizer: ok thanks for give me information about emergency.**  **Salman: I also thank full to you that you give to me our time. And stay home safe from virus.**  **Hizer: ok I shall try my best that I am stay in home. Ok I shall want to go meet you with next time**  **Salman:ok Allah hafiz**  **Hizer:allah hafiz** |