

ID: 15917
PAPER: BUSSINESS ENGLISH
PROGRAM: BID

Q1-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.

SUCCESS OF VERBAL COMMUNICATION FOR FURTHER INTERACTION:

There are a number of tools and techniques that you can use to improve the effectiveness of your verbal communication. These include reinforcement, reflection, clarification, and questioning.

REINFORCEMENT:

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

All these help to build rapport and are more likely to reinforce openness in others. The use of encouragement and positive reinforcement can:

- Encourage others to participate in discussion (particularly in group work).
- Show interest in what other people have to say.
- Pave the way for development and/or maintenance of a relationship.
- Allay fears and give reassurance.
- Show warmth and openness.
- Reduce shyness or nervousness in ourselves and others.

QUESTIONING:

Questioning is broadly how we obtain information from others on specific topics.

Questioning is an essential way of clarifying areas that are unclear or test your understanding. It can also enable you to explicitly seek support from others.

On a more social level, questioning is also a useful technique to start conversations, draw someone into a conversation, or simply show interest. Effective questioning is therefore an essential element of verbal communication.

REFLECTION AND CLARIFICATION:

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 facts and feelings expressed, and communicate your understanding back to the speaker. It is a 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 viewpoint.

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?

ANS)

Verbal form of communication is as old as mesolithic.

MESOLITHIC:

Mesolithic is also known as stoneage.

Stone age people communicated by morse code, but instead of banging sticks together they blew enormous stone spherical trombones which they pushed about like giant balls. Stone age people were fitted not just because there was no processed food, but also because communication involved the rolling of rocks.

TYPES OF COMMUNICATION:

There are four main types of communication we use on a daily basis: Verbal, nonverbal, written and visual.

VERBAL:

Verbal communication is the use of language to transfer information through speaking or sign language. It is one of the most common types, often used during presentations, video conferences and phone calls, meetings and one-on-one conversations. Verbal communication is important because it is efficient. It can be helpful to support verbal communication with both nonverbal and written communication.

NON-VERBAL:

Nonverbal is the use of body language, gestures and facial expressions to convey information to others. It can be used both intentionally and unintentionally. For example, you might smile unintentionally when you hear a pleasing or enjoyable idea or piece of information. Nonverbal communication is helpful when trying to understand others' thoughts and feelings.

WRITTEN:

Written communication is the act of writing, typing or printing symbols like letters and numbers to convey information. It is helpful because it provides a record of information for reference. Writing is commonly used to share information through books, pamphlets, blogs, letters, memos and more. Emails and chats are a common form of written communication in the workplace.

VISUAL:

Visual communication is the act of using photographs, art, drawings, sketches, charts and graphs to convey information. Visuals are often used as an aid during presentations to provide helpful context alongside written and/or verbal communication. Because people have different learning styles, visual communication might be more helpful for some to consume ideas and information.

COMMUNICATION CHANGE ON SOCIETY:

The planned use of communication techniques, activities and media gives people powerful tools both to experience change and actually to guide it. An intensified exchange of ideas among all sectors of society can lead to the greater involvement of people in a common cause.

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?

ANS)

BUSINESS WRITING:

You can improve u business writing by:

- What the Experts Say. Overworked managers with little time might think that improving their writing is a tedious or even frivolous exercise.
- Think before you write.
- Be direct.
- Cut the fat.
- Avoid jargon and \$10 words.
- Read what you write.
- Practice everyday.
- Remember principles.

PRINCIPLES OF BUSSINESS WRITTING:

Clear Purpose. The well-known saying, "Time is money, is well-known because it's true.

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.

Awareness of Audience.

Appropriate Tone.

Attention to Form.

STAND-OUT COMMUNICATION:

Know your goal and state it clearly.

Tone can help your writing be more effective.

Explain in clear terms what you want the reader to do.

Language needs to be simple.

Less is more when it comes to length.

Using an active voice will strengthen your writing.

Good grammar and punctuation are very important.

Effective business communication is a sharing process involving two or more parties sending a message that is easily understood by each person. Effective communication can significantly contribute to a company's success.

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 overwhelming. But what strategies and techniques do you think are proven to be successful when addressing to a group of people?

ANS-

IMPORTANCE OF PUBLIC SPEAKING:

Even if you don't need to make regular presentations in front of a group, there are plenty of situations where good public speaking skills can help you advance your career and create opportunities.

EXAMPLE:

You might have to talk about your organization at a conference, make a speech after accepting an award, or teach a class to new recruits. Speaking to an audience also includes online presentations or talks; for instance, when training a virtual team, or when speaking to a group of customers in an online meeting.

STRATEGIES:**OUTLINES:**

If possible, outline what you plan to say rather than write out your speech word-for-word, North adds. It allows the language you use to be more natural, it allows your voice to be much more natural and eye contact is better.

PRACTICE:

Practice your speech or presentation out loud ahead of time so you feel comfortable with the words you are saying and the way they sound coming out of your mouth. And if you can get feedback from a friend, family member or colleague, an outside perspective can be really helpful, before joining Toastmasters 15 years ago, says he would have described himself as a wallflower in situations where he had to speak to a group larger than five to 10 close friends. It will take patience and time.

LISTENING:

Whether you are talking one-on-one or to an audience of a thousand people, communicating is a two-way activity both parties need to be engaged. When you are trying to engage listeners in less formal conversations, a good communicator listens to what others are saying before speaking up, North explains. Establish a connection to what they are saying so you answer questions appropriately and add your own thoughts after that. If you are trying to make small talk, find a topic you both share an interest in, whether its family, hobbies, work, travel or books.

Q5Public 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.

ANS-

ZEESHAN AHMAD

Cell : 03369363573

Email ID : zeeshan.villa95@gmail.com

Address: House 97,Phase4,Hayatabad PeshawarPeshawar,

Khyber Pakhtunkhwa 25000

Goal-oriented, Accountant dedicated to high levels of customer satisfaction and meeting aggressive business goals. Defining Product and building trust between customers with specialised knowledge in distribution and communication

SKILLS

- Contributed accounting skills when handling cheque cancellations, stale dated cheques and related banking issues, by using focus report and system.
- Sales Expertise
- Relationship building
- Self motivated
- Merchandising

EXPERIENCE

Accountant at Adel elyass Ltd

Jan 2015 - Dec 2017 Peshawar, Pakistan

Review invoices, work orders, consumption reports, or demand forecasts to estimate peak delivery periods and to issue work assignments

EDUCATION

BID- BACHELOR IN INTERIOR DESIGNING

Iqra National University

Study in process. In 2nd Semester

GPA 3.6

Major in Interior

COMPUTER SCIENCE

Edwardes College Peshawar

Graduated with honour

Position Holder in English Subject

March 2015-2017

MATRICULATION

Hayatabad Model School

Position holder in Arts Subjects

March 2015