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## Question No (1)

### Answer

**Communication** = The imparting or exchanging of information by speaking, writing or using some other medium.

The successful conveying or ~~share~~ sharing of ideas & feelings is called Communication.

**Explanation** → As, this definition makes clear, communication is more than simply the transmission of information.

The term requires an element of success in transmitting or imparting a message whether information, idea or emotions.

A communication therefore has three parts: the sender, the message & the recipient.

## Types of Communication

There are four main types of communication:

i) **Verbal** → Also called Spoken Communication.

Verbal communication or spoken communication, which includes face to face, telephone, radio or television & other media.

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 conference & phone calls, meetings & one-on-one conversations. Verbal communication is important b/c it is efficient.

Here are a few steps you can take to develop your verbal communication skills.

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- a) Use a strong, confident speaking voice.
- b) Use active listening.
- c) Avoid filler words.

## 2) Non-verbal Nonverbal

Communication is the use of body language, facial expressions to convey information to others. It can be used both intentionally & 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 & feelings.

Here are a few steps you can take to develop your nonverbal communication skills.

- a) Notice how you emotions feel physically.
- b) Be intentional about your

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non-verbal communication.

c) Mimic nonverbal communication you find effective

3) **Written.** Written communication is the act of writings, typing or printing symbols like letters & numbers to convey information. It is helpful b/c it provides a record of information for reference. Writing is commonly used to share information through books, pamphlets, blogs, letters, memos & emails & chats are a common form of written communication in the workplace.

Here are a few steps you can take to develop your written communication skills.

a) Strive for simplicity

b) Don't rely on tone

c) Take time to review your written communications

d) Keep a file of writing you

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find effective or enjoyable.

4) **Visual** ⇒ visual communication is the act of using photographs, Art, Drawings, Sketches & graphs to convey information. Visuals are often used as an aid during presentations to provide helpful context alongside ~~with~~ written & or verbal communication. b/c.

People have d/p learning styles, visual communication might be more helpful for some to consume ideas & information.

a) Ask others before including visuals.

b) Consider your audience.

Question No (2)

Answer

**Skimming** ⇒ Skimming is a method of rapid reading which will help you understand

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The overall theme or general meaning of the text or paragraph or letter.

Skimming means allowing your eyes to move rapidly across the text, ignoring minor details such as punctuation etc, but letting your eyes focus on larger words & phrases which are related to the theme of the text.

People often skim when they have lots of material to read in a limited time

→ Read more quickly in order to obtain the gist or a general idea of a text.

→ Decide if the text is interesting, & whether you should read it in more detail.

In scanning we search for key words like.

→ 

Name	Read the title
Date	Read the first sentence
Paragraph	Read the introduction.
ID	

→

→

→

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**Scanning** Scanning means looking for specific piece of information in a text. The purpose of scanning is to locate specific or precise or ~~text~~ exact details that a reader is looking for. These specific details can be key ideas, some important words, dates, Name, or times. Therefore, scanning involves moving our eyes quickly down the page seeking specific word & phrases which we actually need. When scanning, look for signals such as word or figures given in bold, italics, or in a  $\frac{d}{2}$  font size, style, or colour. For example ~~we find~~ we find particular word in a dictionary, A particular number in a telephone directory.



- Gaining overview of the material (skimming)
- Locate specific information
- Separate relevant from irrelevant material

For example we find specific

Point e.g

→ Name

→ ID

→ Date

→ City

→ Country Name



## Question No(3)

### Answer

i) **Completeness** = The message must be complete & geared to the receiver's perception of the world.

- Provide all necessary information
- Answer all questions asked
- Give something extra when desirable

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**i) Conciseness** ⇒ Conciseness is saying what you have to say in fewest possible words without sacrificing other qualities. A concise message is complete without being wordy.

Conciseness includes

- Eliminate wordy expression
- Include only relevant material
- Avoid unnecessary repetition

Example ⇒

~~Wordy~~ ⇒ Soon

Wordy ⇒ In due course

~~Wordy~~ ⇒

Wordy ⇒ She bought desks that are of the executive type

~~Wordy~~ ⇒

Concise ⇒ She bought executive-type desk.

**iii) Consideration** ⇒ Omit wordiness & outdated expressions.

Ask yourself: Is the material relevant?

- Handle the matter from their point of view

→ Focus "you" instead of "I" & "we"

Example

and

Insensitive → you failed to enclose your cheque in the envelope

Considerate → the cheque was not enclosed

#### iv) ~~Concrete~~ Concreteness

Communicating concretely means being specific, definite & vivid rather than vague & general.

→ Receivers know exactly what is required or desired.

→ More vivid & interesting

→ Put action in your verbs

#### v) Clarity → Getting the meaning from your head into the

head of your reader - accurately.

is the purpose of clarity.

→ Choose precise, concrete & familiar words

→ Clarity is active achieved: in part through a balance b/w precise language & familiar words

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**For example**

ʻAmiddat word      Pretentious words

i) After      Subsequent

ii) For example      E.g

iii) Home      Domicile

**vi) Courtesy** → Courtesy means  
not only aware of others  
perspective but feelings.

→ Show respect & concern  
for others.

For examples

Freshman → Entering student,  
For first year students.

**vii) Correctness** → Use of proper  
grammar, punctuation & spellings

→ Use the right level language.

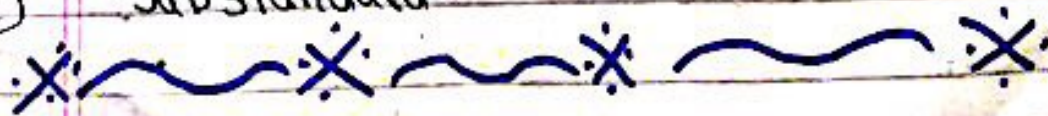
→ Check accuracy of figures,  
facts & words.

There are three levels  
of language.

a) Formal

b) Informal

c) Substandard.



## Question No (4)

### Answer

**Letters** ⇒ Letter is generally a form of communication from one individual to another.

A letter is a written message conveyed from one person to another person through a medium. Letter can be formal & informal.

**Memo** ⇒ A memorandum is a written message that may be used in a business office.

**"OR"** :  
A brief ~~with~~ written message or report from one person or department in a company or organization to another (Merriam-Webster)

⇒ Both are used to convey a message or information.

## D/e B/w Letter & Memo.

- i) Letter is generally a form of communication from one individual to another while a memo is use to pass information to set of recipients as an internal communication in an organization.
- ii) A Letter based upon its intention of message can be either short or long & may ~~be~~ not have a header while memo, on the contrary is short & concise & would have a header.
- iii) Both Letter & Memo are used to convey a message or information.



## Question No(5)

### Answer

Vocabulary is the body of words used in a particular language.

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**"OR"**

A vocabulary, Also known as a wordstock or word-stock, is a set of familiar words within a person's language.

A vocabulary, usually developed with age, serves as a useful & fundamental tool for communication & acquiring knowledge.

**Types** ⇒ There are four types of vocabulary:

- a) **Listening** The words that we hear & understand. Starting in the womb, fetuses can detect sound as early as 16 weeks. Furthermore, babies are listening during all their waking hours - & we continue to learn new words this way all of our lives. The amount of words modeled is much less than a hearing child's incidental listening vocabulary.

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## b) Speaking Vocabulary

The words we use when we speak our speaking vocabulary is relatively limited. Most adults use a mere 5,000 to 10,000 words for all their conversations & instructions.

c) Reading = The words we understand when we read text. we can read & understand many words that we do not use in our speaking vocabulary.

This is the second largest vocabulary if you are reader. If you are not a reader, you can not grow your vocabulary.

## d) Writing Vocabulary

The words we can retrieve when we write to express ourselves.

We generally find it easier to explain ourselves orally, using facial expression & intonation to help get

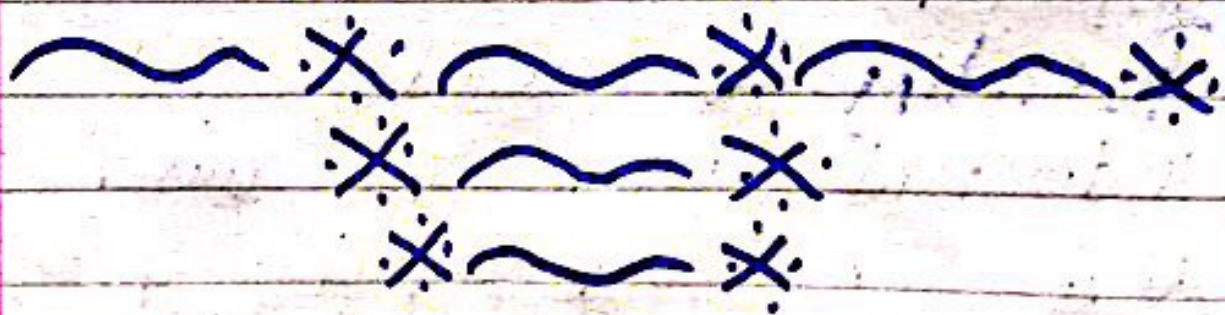


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our ideas across, then to  
find just the right words to  
communicate the same ideas  
in writing. Our ~~own~~ writing  
vocabulary is strongly  
influenced by the words  
we can spell.



The End.