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SUBJECT: English-ii

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Question 1: What is Skimming and scanning, explain in detail?

Answer:

Skimming

THE TYPE OF reading technique in which we quickly read the passage or any kind of text in order to get the general idea of that particular text.

1. Read the title
2. Read the first sentence of each paragraph
3. Read the Subtitle or Introduction
4. Read the summary or last paragraph if there is one

When skimming

1. Don't read everything in detail but just try to skip the text.
2. Read the first and last sentence of each paragraph.
3. Read the introduction and summary.
4. Read a few examples until you understand the concept of the text.

Scanning

The type of reading technique in which we read in order to find and locate what we are searching for. We quickly skip the text and rapidly run through the text until we find our specific details.

In scanning we search for key words

1. Particular name
2. Number
3. Telephone number
4. Program
5. Date

Scanning---get only what you need

Three steps for scanning includes

1. Search for key words
2. Move quickly over the page
3. Less reading and more searching

Question 2: What is Communication, explain in detail?

Answer:

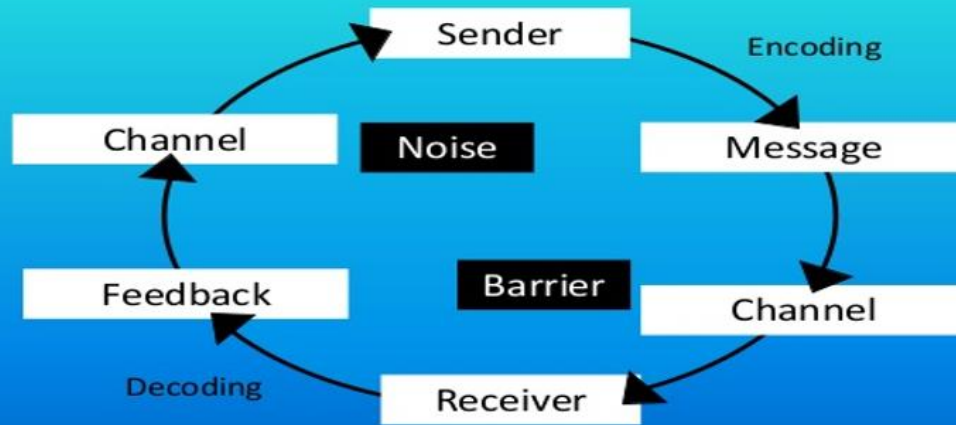
Definitions of communication

- It is the way to express your ideas thoughts, Expressions, feelings or emotions through verbal or non-verbal signs and symbol.

OR

- Communication is a process of transmitting and receiving verbal or non-verbal msgs.

Process of *Communication*



How to Overcome Barriers of *Communication*

- Taking the receiver more seriously
- Crystal clear message
- Delivering messages skilfully
- Focusing on the receiver
- Using multiple channels to communicate instead of relying on one channel
- Ensuring appropriate feedback
- Be aware of your own state of mind/emotions/attitude

Purposes of communication

- To express our thoughts or feelings.....etc
- To ensure communication
- To find something abt personality of a person
- To enhance understanding
- To solve issues
- To overcome anxiety through counseling.....etc

Process of communication

- COMPONENTS of communication.
 1. Context
 2. Sender
 3. Encoding
 4. Message
 5. Medium
 6. Receiver
 7. Decoding
 8. Feedback
 9. Noise



Oral messages

- Immediate feedback
- Shorter sentences n shorter words
- Conventional, e.g. Ok
- Focus on interpersonal relations
- Less detailed technical infor
- More colloquial lang.
- Simple construction n words
- More imperative, interrogative n exclamatory sentences
- Focus more on non verbal actions



Written messages

- Delayed feedback
- Longer sentences n longer words
- More formal
- Focus on content
- More detailed technical information
- Direct speech
- More complex construction
- Useful 4 permanent record n documentation
- Possibility of review
- Delayed action



Non-verbal communication

- Facial expressions
- Gestures (expressions through face)
- Postures
- Movements
- Voice quality
- Silence
- Time
- Space
- Smell n touch.....etc

Some non verbal cues



Scope of communication

- Project future in the present
- Raise awareness. Meet infor.needs.
- Motivation raises
- Proper planning and coordination
- T.L comm. shows off elite class language representativeness
- Com skills represents ability n proficiency of a person
- Essential for individual's administration, organization n coordination





Scope of communication

- Executive's success is based
- A valuable job requirement
- Develops the right attitude to drive the nail aright
- Creates patience n understanding along with careful n sound judgements
- An essential task for promotion throughout yhe life

Question 3: Explain the 7 C's of Communication?

Answer:

7 C's of Communication

1. **Completeness**
2. **Correctness**
3. **Conciseness**
4. **Concreteness**
5. **Consideration**
6. **Clarity**
7. **Courtesy**

1)Completeness

- **Provide all necessary info**
- **Answer all questions**
- **Give something extra when desirable**

2)conciseness

- **Eliminate wordy expressions**
- **Include only relevant material**
- **Avoid unnecessary repetitio**

3)consideration

- **Focus on “you” instead of “I” or “we”**
- **Put Emphasize positive and pleasant facts**
- **Show audience benefit interest in the receiver’s end**

4)concreteness

- **Use specific facts and figures**
- **Put action in your verb**
- **Choose image-building words**

5)clarity

- **Choose precise, concrete and familiar words**
- **Construct effective sentence and paragraphs**

6)courtesy

- **Be sincere, tactful, thoughtful and appreciative**
- **Use expression that show respect**
- **Choose nondiscriminatory expressions**

7)correctness

- **Use the right way and level of language according to audience's benefit**
- **Cheek accuracy of facts, figures and words that you have used**
- **Maintain correction level**

End

Thank you, sir,