

Department	(AHS) MLT
Subject	Communication Skills
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Instructor	Hajra Iqbal

Fill below blocks.

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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**

Answer:- Communication skills:-

In simple terms, it is the art of interaction.

Or

Communication skills may be defined as *The art of conveying information from the sender to the receiver through appropriate media.* Communication skill involves listening, empathizing, observing and speaking.

Types of communication:-

Their are two types of communication which are following:-

1)Verbal communication:-

Verbal communication is a type of communication in which the exchange of ideas occurs through spoken words. Written communication is also accepted as verbal communication in the most accepted definitions.

Oral verbal communication includes spoken language. While Non-oral verbal communication includes written language or sign language.

Five ways of verbal communication:-

Five ways of verbal communication are following:-

- 1) **Be a good listener:-** The person should be a good listener. Because listening is the most important part of communication. Listening makes a good rapport with the person who is talking.
As **Cheryl Richardson said,**
" People start to heal the moment they feel heard. "
- 2) **Speak good words:-** A sender should speak good words which do not hurt the receiver or we can say break the rapport.
- 3) **Be clear and concise:-** A person voice should be clear and concise through which the receiver understands fully and does not get bored.
- 4) **Be friendly:-** A person should be friendly with the one who is communicating with him/her. As it will keep the conversation comfortable and can build a strong rapport.
- 5) **Do not rush:-** A good speaker does not in a hassle while communicating with someone. He speaks in a moderate manner with the help of which the receiver grasps the idea of the speaker easily.

2) Non-verbal communication:-

Non-verbal communication is a type of communication in which the exchange of ideas occurs through visual cues. Or we can say that this type of communication occurs without any oral or written word.

Non-verbal communication is a nonlinguistic. It takes place through gesture and body language.

Research shows that approximately 90% of communication depends on Non-verbal communication and only 10% depend on what the person say.

Five ways of Non-verbal communication:-

Five ways of Non-verbal communication are following:-

- 1) **Have deep tone of voice:-** Men should have a deep tone of voice as it helps in the attractiveness of the person, thus building a good rapport.
- 2) **Eye contact:-** Making appropriate eye contact can build a good rapport with the person. But eye contact differs from culture to culture so the person should be aware of the culture in which he/she is living.
- 3) **Touch:-** A great touch can influence the conversation positively. When one person touches the other in an appropriate manner, the hormone oxytocin is released in the brain which is the bonding hormone, thus increasing the trustworthiness between people.
- 4) **Open body language:-** A person should have an open body language. An open body language signals the receiver that this person is not a threat and can enhance trust between people.
- 5) **Facial expression:-** A Person should have an appropriate facial expression when talking to the other person. He should smile and also mirror the other person expression which can build a great rapport.

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

Answer:- Barriers to effective communication:-

There are barriers to effective communication which make hurdles between the sender and receiver, thus the message didn't receive and understand properly and can lead to confusion and misunderstanding.

Some common barriers are the following:-

- language,
- noise,
- culture differences,
- hearing,
- time,
- lack of interest
- distance
- gender difference.

Explanation:- Now we will explain each one of these that how these barriers affect our communication.

- 1) **Language:-** Language difference is the barrier to effective communication. If the sender speaks in such a language that the receiver does not understand, then effective communication cannot take place. The language differs from culture to culture. Different languages have different accents. So to effectively communicate with someone, the person should be aware of his language.
- 2) **Noise:-** In a noisy environment, the listener cannot understand what the speaker is talking about. Noise makes distractions, thus creating confusion and misunderstanding.
- 3) **Cultural differences:-** The norms of social interaction varies greatly from culture to culture. If the speaker does not aware of the culture, he/she may offend someone. For example there is a space difference in different cultures. Some cultures prefer close standing while others are more comfortable with distant standing. So a good communicator always aware of the cultural differences to communicate effectively.

- 4) **Hearing:-** Hearing is the most common barrier to effective communication. A good communicator does not hear, he/she listens. Active listening is the most crucial aspect of effective communication. Effective communication does not take place if the receiver does not listen attentively. The result of poor listening is confusion and misunderstanding.
- 5) **Time:-** Time management is crucial to effective communication. When someone doesn't have enough time, so he/she will not listen attentively. And poor listening is a common barrier to effective communication.
- 6) **Lack of interest:-** A good communicator always speaks in other people interest. It is because that when we talk in other people's interest, it creates a sense of commonality which can lead to belonging. It will motivate the other person to listen attentively.
- 7) **Distance:-** Distance is also a barrier to effective communication. For example, if one person is so far away from the other person that he cannot hear what he/she says, then effective communication cannot take place.
- 8) **Gender difference:-** There is a difference between speech patterns between gender. A woman speaks on average 22,000 to 25,000 words in a day, while a man speaks on average 7,000 to 10,000 words in a day. Men speak usually in a logical way while women speak more freely, mixing emotions and logic. This also explains why women speak longer than men. So the crux is, communication can be affected as women and men express themselves in a different way. A good communicator is always aware of these differences to communicate effectively.

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

Ahmad:- Hi Usman! However u? Why do u look sad today?

Usman:- Hi Ahmad. I am fine, thank you, but my job is at stake due to this pandemic.

Ahmad:- Oh! I am sorry, but I heard that you have a shop in Peshawar.

Usman:- Yes you are right. But you know that all shops were closed due to the lockdown.

Ahmad:- Oh! I forgot. Now what they are saying that when will this lockdown ends?

Usman:- Well, I don't know but there are some rumour that it will end until the January of 2021.

Ahmad:- That's a bad news.

Usman:- Yes it is. By the way what is your father doing nowadays for earning?

Ahmad:- Well, he is a government teacher. So for now he is doing nothing.

Usman:- Wow! That's great news. Well what do you think that what I must do for earning in this pandemic?

Ahmad:- I have a friend like you. He is a private school teacher. Now he is looking forward for internet business.

Usman:- Great idea! But I heard that there is a risk in internet business.

Ahmad:- Yeah! But there is also a great advantage in it.

Usman:- And how is that?

Ahmad:- There is an advantage like you are sitting in a home and earning money which is great in this situation.

Usman:- Yes you are right! I should do this.

Ahmad:- Yes you should. My friend looking for a partnership, if you want, then I will tell him.

Usman:- This will be great! You must do it for me.

Ahmad:- Ok! Don't worry, I will tell him, not a problem.

Usman:- Ok Ahmad, I have some work to do, so I must go.

Ahmad:- Ok bye.

Usman:- Goodbye.