

ID:12828

PAPER: BUSINESS ENGLISH

**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 is any communication that uses words to share information with others. These words may be both spoken and written. Communication is a two-way process. Communication is about passing information from one person to another. This means that both the sending and the receiving of the message are equally important.

Opening Communication:

In many interpersonal encounters, the first few minutes are extremely important. First impressions have a significant impact on the success of further and future communication.

When you first meet someone, you form an instant impression of them, based on how they look, sound and behave, as well as anything you may have heard about them from other people.

This first impression guides your future communications, at least to some extent.

For example,

when you meet someone and hear them speak, you form a judgement about their background, and likely level of ability and understanding. This might well change what you say. If you hear a foreign accent, for example, you might decide that you need to use simpler language. You might also realise that you will need to listen more carefully to ensure that you understand what they are saying to you.

Of course your first impression may be revised later. You should ensure that you consciously 'update' your thinking when you receive new information about your contact and as you get to know them better.

Interpersonal Skills Importance:

Without interpersonal skills, everyday business would be very difficult, since almost all aspects of work involve communication.

Many jobs also involve collaboration and interaction with different types of people, and interpersonal skills are vital to make this happen.

Even if you have a very technical job, such as an IT role, you will need to interact with colleagues or clients regularly, often imparting complicated information or having to listen carefully to requirements. Having excellent technical capabilities on your resume won't necessarily be enough to get you the job.

During a job interview, recruiters will look to see how the candidate's interpersonal skills fit in with those required in the current working environment. They will often base their decision to recruit on whether the candidate possesses the right interpersonal skills to succeed within the business.

10 Key Interpersonal Skills:

1. Self-Confidence
2. Work Ethic
3. Relationship Management
4. Receptiveness to Feedback
5. Body Language
  - \* Eye contact
  - \* Facial Expressions
  - \* Gestures
  - \* Personal space
  - \* Posture and body position
6. Listening
7. Collaboration
8. Conflict Management
9. Positive Attitude
10. Workplace Etiquette

**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; MESOLITHIC:**

While Stone Age people clearly had an early system of what can be considered writing, the purpose behind it is not clear. They may have created their cave paintings and symbols

merely to record history, but they also may have used it as a form of communication to other groups.

### **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

**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?**

**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:**

**PUT YOUR AUDIENCE FIRST:**

You have to give yourself to your audience. Any second you spend being self-conscious, you're not paying attention to your audience, she says. The good speaker is the one who leans forward and says who are you? What do you need? How can I help you?

**PREPARE:**

Plan ahead. Take the time to figure out the best way to tailor your message to your audience what approach will keep your listeners attention and resonate with them? North asks. Think of a strong introduction that will grab listeners attention. And craft a thoughtful conclusion so listeners leave remembering what the key points you want them to take away.

**LISTEN:**

Whether you're 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're 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're saying so you answer questions appropriately and add your own thoughts after that. If you're trying to make small talk, find a topic you both share an interest in, whether it's family, hobbies, work, travel or books.

**Q5 .Public 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.**

Your Name, CPA

Greenville, SC 29601

myname@email.com

Mobile: 360.123.1234

Dear (Name):

Please accept the attached resume as a sign of my deep interest in the Accountant position that has opened with Upwards Corporation.

As a Certified Public Accountant with solid experience in both public and private accounting, I have developed a broad skillset in the fields of corporate treasury accounting, tax preparation, and auditing that will ensure my flawless analysis and organization of your company's financial data. A few of my qualifications for this role include:

5 years' CPA experience with Greenville's Mason Financial Services, successfully performing all accounting functions for business clients including Grant Seeds Co., Southern Interiors, and Harrisons Market.

Eager to return to the intellectual challenges of private corporate accounting, I would welcome the chance to speak with you at greater length about how I could contribute to Upward Corporation's accounting department. Thank you for your time, consideration, and forthcoming response.

Sincerely,

Your Name