* IQRA UNIVERSITY
* SECTION A
* NAME SEHIRSH RAZA
* PROGRAM BFD
* ROLLNO 16125
* SUBMITTED TO MA.AM RAZWANA IQBAL
* PAPER BUSINESS ENGLISH
* DATED 30\6\2020
* QUESTION 1:
* IN MANY INTERPERSONAL ENCOUNTERS THE FIRST MINUTES ARE EXTREMELY IMPORTANT .HOW DO YOU MAINTAIN THE SUCCESS OF VERBAL COMMUNICATION FOR FUIRTHER INTERACTION?
* ANSWER:

 VERBAL COMMUNICATION:

Active verbal communication skill are important for one another to people .they are intensely valuable in both your personal and professional life .when speaking clearly confidently and with poise your are much more likely to command the respect of other and frame report. This is particularly important in business interaction.

They are more improving steps on 7 verbal communication skill so that your better bridge with your audience earns respect and build the relationship necessary for successful business interaction.

 THINK BEFORE YOU SPEAK:

 By organization your thoughts in advance you cam climate many of the awkward pauses that occur when speaking .it will also help you relay your information more concisely .while writing down your thoughts is not always possible in impromptu discussion it is still effective to take minute to organize your thoughts in your mind before you begin to speak.

 SE CLEAR AND CONCISE:

The most impact approach to get your point beyond is to make it in a clear and concise manner .bypass using complex sentence and try to state your argument in direct language .before speaking ask yourself.

 SPEAK WITH CONFIDENCE:

Speaking in a confidence manner will help you build trust and command the respect of your audience.

 BE A GOOD LISTENER:

A good listener in a important as being a good speaker and it will improve the quality of your verbal interaction. It shows the people you are speaking with that you genuinely care about their ideas and it help ensure you understand their demands.

 BE AWARE OF YOUR NON- VERBAL

Your body language import ants effective the way other interpret what you say .pay attention to the gestures you make facial expression and your body language to ensure they align with the text you are trying to get across.

 THINK ABOUT THE PERSPECTIVE OFYOUR AUDIENCE

You have a strong command of a topic does not mean the people you are speaking to have the same knowledge as you try to think about how someone else will understand what you are trying to communicate particularly if they lack the technical knowledge about a subject that you possess.

 VAR YOUR VOCAL TONES:

Speaking in a continuance voice is a certainty way to bore your audience. Instead use voice inflection to add emphasis to important points and vary the pitch of your voice to clear cut advance .

* QUESTION 2:
* WHICH FORM OF COMMUNICTION IS AS OLD AS THE MESOLITHIC AND COMPLEX HUMAN PSYCHOLOGY INVOLVES IN IT DEFINE THE FORM OF COMMUNICATION AND EXPALIN THAT HOW DOES THE TYPE OF THIS FORM OF COMMUNICATION CHANGES THE SPOCITEY AND INDIVIDUALS?
* ANSWER:

 TYPES OF COMMUNATION

There are several different ways we share information with one another. For example, you might use verbal communication when sharing a presentation with a group. You might use written communication when applying for a job or sending an email. There are four main categories or communication styles including verbal, nonverbal, written and visual:

 DEFINITION OF VERBAL COMMUNICATION

The communication in which the sender uses words, whether spoken or written, to transmit the message to the receiver is known as verbal communication. It is the most effective form of communication that leads to the rapid interchange of information and feedback. There are fewer chances of misunderstanding as the communication between parties is clear, i.e. the parties are using words for saying anything. The communication can be done in two ways (1) oral – face to face communication, lectures, phone calls, seminars, etc. (2) written – letters, e-mail, sms , etc. there are two types of communication, they are:

 FORMAL COMMUNICTION:

 Also termed as official communication, it is a type of communication in which the sender follows a pre-defined channel to transmit the information to the receiver is known as formal communication.

 INFORMAL COMMUNICATION:

 Most commonly known as grapevine, the type of communication in which the sender does not follow any pre-defined channels to transmit the information is known as informal communication.

DEFINITION OF NONVERBAL COMMUNICATION: non-verbal

Communication is based on the understanding of the parties to communication, as the transmission of messages from sender to receiver is wordless i.e. the communication uses signs. So, if the receiver understands the message completely and proper feedback is given afterwards, then the communication succeeds. It complements the verbal communication many times, to understand the mindset and the status of the of the parties, which is not spoken by them, but it is an act of understanding. The types of non-verbal communication are as under:

 VISUAL COMMUNICATION:

Visual communication is the act of applying photographs .art, drawing sketches ,chats and graphs to convey information .visuals are often used an aid during presentation to provides helpful context alongside written and verbal communication .because people have different learning styles visual communication might be more helpful for some to consume ideas and information.

Ask others before including visuals .if you are considering sharing a visual aid in your presentation or email .consider asking other for feedback .adding visual can sometimes make concept confusing of muddled. Getting a third party perspective can help you decide whether the visuals add value to your communication.

Consider audience be sure include visuals that are easily understand of your audience .if you are displaying a chart with unfamiliar data be sure to take time and explain what is happening in the visual and how it relates to what you are saying you should never use sensitive offensive violent or graphic visual in any form.

 WRITTEN COMMUNICATION:

Written communications is the act of writing typing or printing symbols like letters and number to convey information. it is helpful because it provides a record of information for reference ,writing is commonly used to pamphles.blogs letters memos and more emails and chats are common form of written communication in the workplace.

 IMPORTANCE OF COMMUNICATION:

We use communication every day in nearly every environment .including in the workplace .whether you give a slight head nod in agreement or present information to a large group, communication is absolute necessary when building relationship. Sharing ideas delegating responsibilities managing a team and much more

* QUESTION 5:
* PUBLIC SERVICES COMMISSON LAHORE HAS ADVERTISED THE VACANCIES FOR THE ACCOUNATNT .ON THE BASIS OF THE AD DECIDE WHICH OF YOUR SKILLS AND EXPERINCE YOU SHOULD DISCUSS TO CONVINCE THE SECRETARY THAT YOU ARE PERSON FOR THE JOB .CRESTE A RESUME:

 CV:

SAHIRSH RAZA

OBJECTIVES:

Seeking a challenging position to utilize my skills and abilities in area of teaching and education that offers a professional growth while being resource full innovative and flexible.

ADRESS: HAYTABAD PHASE: 6

CELL: 03125353348

PERSONAL INFORMATION:

FATHER NAME : SHER MUHAMMAD

DATE OF BRITH : 20\4\1999

CINC# : 17301-9089897-0

MARITAL STATUS : SINGLE

NATIONALTY : PAK

RELIGION : ISLAM

ACADEMIC QUALIFICATION:

EXAMINATION SESSION %AGE BOARD

S S C 2012 51 BISE PESHAWAR

F, A 2014 42 BISE PESHWAR

EXPERIENCE:

2year teaching experience IN GGHSS:

SKILL SUMMARY:

Demonstrate sound work ethics.

Self motivation .initiative with a high a level energy.

Able to inspire, comfort, build self-esteem.

Excellent communication skill (children and parent oriented)

Ability to listen to children and parents.

LANGUAGES:

Pashto

English

Urdu

* QUESTION 3:
* PEOPLE ALL THE TIMES WRITE PROPOSAL TO CLIENT MEMOS TO SENIOR EXECUTIVES AND CONSTANT FLOW OF EMAILS TO COLLEAGUES.HOW CAN YOU ENSURE THAT YOUR BUSINESS WRITING IS A CLEAR AND EFFECTIVE AS POSSIBLR? HOW DO YOU MAKE YOUR BUSINESS COMMUNICATION STAND OUR:
* ANSWER:

 **Effective Communication in a Business:**

Effective communication at work is about expert your employees and deciding the right text and channel for transmitted. It may be basic to increase a communications plan to outline strategies. The company’s culture is reflected in the real of office communications, and business can hinge on effective communication.

 **Know Audience**

Understanding your employee's roles and how they fit into your company's hierarchy is essential to creating effective communications. This advice will help you communications and better attached with your audience. According to a University of Wisconsin School of Business article titled “Why good communication is Good Business,” when employees adhere to the administration, it accept for further face to face and better communication. According to the article, conveying the views that other one is on natural ground when communicating with employees drives respect.

 **Effective Messages**

Applying the appropriate language in a text is important to its clarity. According to the Norebusiness.com article entitled “Internal Communication Strategies for your Business,” communications should be as succinct as achievable, blunt condor and memorable. It also helps to make sure employees understanding they are stakeholders in the company’s communication applying common terminology helps, as it allows employees that administration understand their job function.

 **Considerations**

Catering to employees that attempt with communication process is not desirable, according an article in Pepperdine University’s Graziadio Business Report. Instead challenge them to accepted company process

 **Eliminate assumptions.**

 Further business relationships have implicit rules with expectations at their core. This valor work for a while, but it's better for all sides to openly communicate demands and expectations. Expectation often causes misunderstandings, which can expand into troublesome situations. Similarly, talk about the present and the future, but don't assume that what happened before is what will always happen.

 **Find a good place and time for all involved to talk.**

 Communication won't work when one party is disturbed. Treasure trove calm place and, if the communication is tough, make sure you have private. Have regular structures such as weekly or monthly meetings to support communication, and make time to talk when there's a problem to solve.

 **To be heard, listen first.**

You never need to create by commanding a solution. If there's a problem, simply describe it and how it is effective your business. Then, tell in an open way, "What can we do to resolve this situation?" Stop and listen. The biggest business communication hunter is the break down to listen. Be open-minded full to attend the other side's feedback, absorb it and increase a solution that compression what you want and what they want.

 **Ask questions.**

These help you get feedback, allow that you're listening, approve understanding and allow adhere. Questions are wonderful apparatus and should be apply often. If you're not sure about a explanation ask for approving c. If you want to hear feedback from the other person, just ask. When you comparison listening with telling admissible questions, you've opened up powerful two-way business communication.

 **Pay attention to nonverbal messages.**

 It's hard to have open communication if both sides pleat their arms, clam their jaws and decline to look each other in the eye. Here, the nonverbal signals are shouting angrily even if the words aren't. Be careful about your tone of voice, too. If nonverbal messages are overwhelming the conversation, it might be better to wait until things settle. Nod your head and maintain an open posture to show you're absorbing what the other person is saying.

 **Be patient and don't expect miracles.**

Communication is so important — and so hard. It doesn't eliminate differences, but it does allow for them. Ultimately, good business communication is not about winning; it's about strengthening relationships. Change doesn't happen overnight.

QUESTION 4:

PUBLIC SPEAKING SOME PEOLPLE LOVE IT SOME ARE TERRIFIES BY IT,THERE ARE MANY ARTICLES REGARDING HOW TO PREPARE YOURSELF FOR SPEAKING ENGAGEMENTS THAT ITS OVERWHELMING .BUT WHAT STARTEGIES AND TECHNIQUES DO YOU THINK ARE PROVEN TO BE SUCCSSFUL WHEN ADDRESSING RA A GROUP OF PEOPLE:

ANSWER:

*GOOD PRESENTATION:*

Show your Passion and Connect with your Audience.

Focus on your Audience's Needs.

Keep it Simple: Concentrate on your Core Message.

Smile and Make Eye Contact with your Audience.

Start Strongly.

Remember the 10-20-30 Rule for Slideshows.

Use your Voice Effectively

*Experience while giving a good presentation:*

Mine experience was quite good while giving a good presentation because when you are giving a good presentation you get a positive response from the audience.

*Elements for good presentation:*

The following are the elements:

It has a clear objective.

It's useful to your audience.

It's well-rehearsed.

Your presentation deck uses as little text as possible.

Your contact information is clearly featured.

It includes a call-to-action.

*Elements you fail to apply:*

When I was on first semester and presentation was start

So I was unable to make eye contact with students’ and unable to speak loud.

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 **THE END**