

Department	(AHS) MLT
Subject	Communication Skills
Marks	30
Semester	-II
Mid Term Assignment	Spring 2020
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.

1. 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

COMMUNICATION:

The ability to convey or share ideas and feelings effectively.

Or

The art of transmitting information, ideas and attitude from one person to another.

SKILL:

>The art of communication.

1)VERBAL COMMUNICATION:

> Verbal communication means the communication through spoken and written words

TYPES:1)Oral communication 2)Written communication.

WAYS OF VERBAL COMMUNICATION:

1)Think before you speak.

>we should think before speak any word that what do we have speak?

2)Be clear and concise

>The way to get your point across is to make it in a clear and concise manner

.

3)Vary your vocal tone

>Use voice inflection to add emphasis to important points, and vary the pitch of your voice to Express emotions.

4)Vocabularies should be accurate.

>Our vocabularies should be accurate whatever we are writing or speaking.

5)Grammar should be accurate.

> Our grammar should be accurate whatever we are speaking or writing

NON VERBAL COMMUNICATION:

>Non verbal communication include signs, gestures, body language, eye contact etc.

WAYS OF NON VERBAL COMMUNICATION

1) EYE CONTACT.

Eye contact is an important channel of interpersonal communication,
Helps to regulate the flow of communication.

Eye contact with audiences increases the speaker's credibility.

2)FACIAL EXPRESSION:

Facial expression is responsible for a huge proportion of non verbal communication.

3)GESTURES:

A gesture is an any physical movement that helps express an idea, opinion, or emotion.

4)SPACE:

When we discuss space in non verbal communication,We the space between objects and People.Space is often associated with social rank and an important part of business communication.

5)POSTURE:

Posture means the position in which someone holds their body when standing or siting
Its means that how you walk,How you sit, stand.

Example:

If you cross your arms while standing , You indicate that you may be closed off and defensive.

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

Anything that prevents a message to from being conveyed.
Barrier to effective communication include noise, distance, lack of interest ,time,discomfort,disability,Distractions.

BARRIER TO EFFECTIVE COMMUNICATION:

1)LANGUAGE BARRIERS:

Language barriers are due to different languages spoken by people with in organization.
Example People of Pakistan generally speak Urdu and people of Iran speak Parsi if they travel together it gets difficult for them to communication.

2)PSYCHOLOGICAL BARRIERS:

Psychological barrier occur due to the psychological state of receiver which may influence interpretation of the message
Example:if we are angry we may misinterpret what others are saying?

3)PHYSIOLOGICAL BARRIERS:

Physiological barriers are due to the physical state the receiver.
Example:A receiver with reduced hearing may not grasp the entire conversation.

4)PHYSICAL BARRIERS:

Physical barriers are due to the geographic distance between receiver and sender.
Example: A person in Pakistan and another in Australia will face the physical barriers of communication.

5)ATTITUDINAL BARRIER:

Attitudinal barriers are behaviors of perceptions that prevents people from communication.

6)INTERPERSONAL BARRIERS:

These barriers also develop in the process of communication.
They are based upon the relationship, value held etc.

7)CULTURAL BARRIERS:

Cultural barriers occur when the people of different cultures are unable to understand each other's customs ,resulting in in inconveniences and difficulties.
Example: Japanese move their right hand.

8) TECHNOLOGICAL BARRIERS:

Technology improved communication process in various ways but in spite of technology it can also act as a barrier to communication.

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

ANSWAR:

Komi: Hi, Sheri How are you?

Sheri: I am perfectly alright thank you.

Komi: You know nowadays time is very challenging for all of us.

Sheri: Yeah dear friend it is indeed quite tough time.

Komi: I am so much worried about my earnings as well offices, shops and businesses are closed.

Sheri: Yeah sure dear, it is a big issue but you need not to worry much.

Komi: O really, how shall I not be worrying as I am almost broke and I have no money left in my pocket.

Sheri: Well dear friend, I got great idea for you. You do not have to be in panic. You are very intelligent and hardworking.

Komi: That's true but that won't help me at all.

Sheri: It will indeed but if you think smartly. All you have to do is to start making money on your

computer or mobile.

Komi:How is that possible?

Sheri: There is online business on internet and you are supposed to be join the advertising company and they will give you a task to advertise certain items on internet.

Komi: Really,Do you think that will work?

Sheri: Certainly it will.Company after seeing your performance will start paying you via E-banking So you will make money without going to the place of your job.

Komi: That's wonderful my dear friend.

Sheri:Yeah dear, go ahead and I am looking forward for you.

Komi: Ok thank you Dear bye bye.

Sheri: All the best, Bye.