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Subject Communication skill

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# Question 1

## Communication =>

Communication is the way to express your ideas, thoughts, expressions, feeling or emotions through verbal or non-verbal sign and symbol. or Communication is a process of transmitting receiving verbal or non verbals message.

## Type of Communication:

There are many type of communication

- 1 Verbal Communication
- 2 Non-verbal Communication
- 3 Written message
- 4 Oral message
- 5 Barrier of Communication.

## 1 Non-verbal Communication:

- Facial expressions
- Gestures (expression through face)
- Postures
- Movement
- Voice quality

- 2
- Silence
  - Time
  - Space
  - Smell n touch etc.

## 2 Written messages:

- Delayed feedback
- Focus on Content
- Delayed action
- More complex construction
- More detailed technical information
- Useful 4 Permanent record n documentation
- More formal
- Direct speech
- Possibility of review

## 3 Oral messages

- Immediate feedback
- Shorter sentences n shorter words
- Focus on interpersonal relation
- Less detailed technical information
- Focus more on non verbal actions
- Conventional e.g ok

## 4 Barriers of Communication:

- Taking the receiver more seriously
- Crystal clear message
- Delivering message skillfully
- Focusing on the receiver
- Ensuring appropriate feedback
- Be aware of your own state of mind / emotions / attitude.

## Question 2

# Skimming and Scanning

### Skimming ⇒

The type of reading technical in which we quickly read the passage or any kind of text in order to get the general idea of that particular text.

#### How to Skim

- Read the first sentence of each paragraph
- Read the summary or last paragraph if there is one
- Read the subtitle or introduction
- Read the title

#### When Skimming

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

## Scanning =>

The type of reading technique in which we read in order to find and locate that 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

- Particular name
- Number
- Telephone number
- Program
- Data

Scanning Get only what you need

Three step for Scanning include

- Search for key words.
- Move quickly over the page.
- Less reading and more searching.

## Question 3

### 7C's of Communication:

- 1 Completeness
- 2 Correctness
- 3 Conciseness
- 4 Concreteness
- 5 Consideration
- 6 clarity
- 7 courtesy

#### 1 Completeness

- Provide all necessary information.
- Answer all question.
- Give something extra when desirable.

#### 2 Conciseness

- Eliminate wordy expressions.
- Include only relevant material.
- Avoid unnecessary repetition.

#### 3 Consideration

- Focus on "you" instead of "I" or "we".
- Put Emphasize Positive n Pleasant facts
- Show audience benefit interest in the receiver's end.

#### 4 Concreteness

- Use specific fact n figures.
- Put action in your verb.
- Choose imag-building words.

#### 5 Clarity

- Choose precise, concrete n familiar words.
- Construct effective sentence and Paragraph.

#### 6 Courtesy

- Be sincere, tactful, thoughtful n appreciative.
- Use expressions that show respect.
- Choose nondiscriminatory expressions.

#### 7 Correctness

- Use the right way n level of language acc to audience's benefit.
- Check accuracy of fact, figures n words that u have used.
- Maintain acceptable writing mechanics i.e sentence correction level.

# Question 4 Differentiate Letter and Memo

## MEMO =>

A memorandum or shortly known as a memo is a precise official note, used to inform, direct or advise the members within the same organization.

However, the business deal with a number of external parties such as customer, clients, suppliers, government agencies, manufactures, societies, etc. For which a different tool of communication is used, called a business letter.

## Letter =>

A letter refer to a brief message sent by the company to the person or entity, which are outside.

A business letter can be defined as the form of written communication, that contains message, addressed to the party external to the organization, i.e supplier, customer manufacturer or client.

It start with a salutation, written



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Professionally in the third person and has a complementary close with a signature. The relationship between the sender and receivers plays a significant role in determining the overall style in which the letter is drafted. These are used for a number of reasons such as a request for information or feedback, order placement, making complaints or grievances, enquiring something or taking follow up.

### Difference b/w Memo and Letter

- The memo can be defined as a short message, written informally to communicate certain information to the member of the organization. Conversely, letter can be understood as a means of a verbal communicate containing a brief message addressed to a party external to the business.

- A memo uses informal tone and is straight to the point. On the other extreme, letters are very formal.

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and contain lots of information. The use of memorandum is internal to the organization, in the sense that it is exchanged between two departments, or units or sent by the manager to inform subordinates. As against, the use of letter is external in nature, as it is exchanged between two businesses or between the company and client.

### Comparison of Memo and Letter

- Nature: Memo informal and concise. Letter formal and informative.
- Exchanged between memo Department unit or superior-subordinate within the organization. LETTER Two business houses or between the company and client.
- Length: memo is short LETTER comparatively long.
- Signature memo Signature is not required in memo. LETTER: A letter is duly signed by the sender.

## Question 5

### Vocabulary ⇒

Vocabulary basically refer towards "list of word" or the stock of words" used by a Person.

### Type of vocabulary:

- Active vocabulary
- Passive vocabulary

### Active vocabulary ⇒

The which we use for speaking or writing.

### Passive vocabulary ⇒

The which we can understand when we hear or read. Our reading and writing vocabulary is larger than our spoken vocabulary because we have time to make an effort to call words when we read or write; speech flows faster and there is less time to recall words. So, our reading vocabulary (Passive one) is the largest and

our spoken vocabulary (active one) is  
the smallest, we use all the words  
we know when we are going  
reading and use the fewest  
of the words we know  
when we are speaking.

**END**