**INU Peshawar Date 20th April 2020**

|  |  |
| --- | --- |
| Department | (AHS) MLT |
| Subject | Communication Skills |
| Marks | 30 |
| Semester | -II |
| Mid Term Assignment | Spring 2020 |
| **Instructor** | **Hajra Iqbal** |

**Fill below blocks.**

|  |  |
| --- | --- |
| Student Full Name | **Hijab Khan** |
| Student Father Name | **Kabir Ahmed** |
| University ID Card Number | **16661** |

**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 SKILLS:**    The ability to convey or share ideas and feelings effectively.   * The ability to convey information to another effectively and efficiently. Business managers with good verbal, non verbal and written communication skills help facilitate the sharing of information between people within a company fpr its commercial benefit.   e.g ‘ you will need good communication skills and must be able to work well with others.  **VERBAL COMMUNICATION:**  Verbal communication is the use of sounds and words to express yourself , especially in contrast to using gesture or mannerism ( non verbal communication). An example of verbal communication is saying “NO” when someone asks you to do something you don’t want to.  **5 WAYS OF VERBAL COMMUNICATION:**   * **Intrapersonal Communication.** This form of communication is extremely private and restricted to ourselves. * **Interpersonal communication.** This form of communication takes place between two individuals and is thus a one on one conversation. * **Small group communication.** * **Public communication.**   **NON VERBAL COMMUNICATION:**  Non verbal communication is the transmission of messages or signals through a non verbal platform such as eye contact, facial expressions, gesture, posture, and the distance between two individuals.  **5 WAYS OF NON VERBAL COMMUNICATION:**   * **Facial Expression:** The human face is extremely expressive, able to convey countless emotions without saying a word. * **Body movement and posture.** * **Gesture.** * **Eye contact.** * **Touch.** * **Space.** * **Voice.** * **Pay attention to inconsistencies.** |

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

|  |
| --- |
| **BARRIERS TO EFFECTIVE COMMUNICATION:**  The barriers to communication are specific items that can distort or prevent communication within an organization.  **8 BARRIERS TO EFFECTIVE COMMUNICATION:**   * **The use of jargon.** Over complicated unfamiliar or technical terms. * **Emotional barriers and taboos.** Some people may find it difficult to express their emotions and some topics may be completely ‘off limits’ or taboo. Taboo or difficult topics may include, but are not limited to, politics, religion, disabilities (mental and physical), sexuality and sex, racism and any opinion that may be seen as unpopular. * **Lack of attention, interest, distractions, or irrelevance to the receiver.** * **Differences in perception and viewpoint.** * **Physical disabilities such as hearing problems or speech difficulties.** * **Physical barriers to non verbal communication**. Not being able to see the non verbal cues, gesture, posture and general body language can make communication les effective. Phone calls , text messages and other communication method that rely on technology are often less effective than face to face communication. * **Language differences and the difficulty in understanding unfamiliar accents.** * **Expectations and prejudice which may lead to false assumptions or stereotyping.** People often hear what they expect to hear rather than what is actually said and jumo to incorrect conclusion |

**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**

|  |
| --- |
| **RAMESH:**  Hello Suraish. All good.  **SURAISH:**  Yes all good.  **RAMESH:**  You look worried suraish..  **SURAISH:**  NO NO its nothing really.  **RAMESH:**  Oh come on you can tell me.  **SURAISH:**  I am worried about the deadly virus. There is no source of income  **RAMESH:**  Oh so why don’t you start online job.  **SURAISH:**  This is no bad idea but there is no internet in my home due to which I cant start online job.  **RAMESH:**  So suraish you can tell this problem to the government.  **SURAISH:**  Yeah this is good idea I will request the government to have some source of income for my family.  **RAMESH:**  Yes it will be good.  **SURAISH:**  Okay thankyou for your help.  **RAMESH:**  See you later.  **SURAISH:**  Bye. |