

Name:- Fazal Subhan

Father:-Saleem Gul

ID#. 14975

Paper:- communication skills

Department BS MLT 2nd semester

Ans No:-1:-

Communication

Communication is the exchange of facts, ideas or emotion by two or more person.

- **Verbal communication**

Verbal communication involves the use of words or speech or auditory language to express emotions or thoughts or exchange information.

1.Face to face

1. Face to face:-

Face to face communication is direct communication with out using any medium.

2. Telephone:-

Communication through using mobile phones or telephone set.

3. Radio:-

Radio communication is the use of radio to transmit your views, opinion or news through radio.

4. Television:-

Transfer of news, opinion, views, etc through television. It is an effective way as compared to radio communication.

- **Non verbal communication**

Non verbal communication is the use of visual like, facial expressions, eye or body movement, gesture etc.

- 1. Facial Expression:-**

The human face is extremely expressive, able to convey countless emotions without saying a word.

- 2. Body Movement and posture:-**

This type of non verbal communication includes your posture, bearing, stance and the subtle movements you make.

- 3. Gesture:-**

In gesture you may wave, point, beckon or use your hands when arguing or speaking animatedly. Often expressing yourself with gesture without thinking.

- 4. Eye contact:-**

The way you look to someone can communicate many things including interest, hostility or attraction.

- 5. Touch:-**

We communicate a great deal through touch. Think about the very different message given a weak handshake , a warm bear hug or a controlling grip on the arm etc.

Ans No:- 2:-

Barriers to Effective communication

- 1. Language**
- 2. Noise**
- 3. Lack of interest**
- 4. Disability**
- 5. Distance**

1. Language:-

Language is the main barriers to Effective communication
When we use our mother language during conversation and the receiver don't know our mother language.

2. Noise:-

Noise also effect useful communication during noise, one can not convey his message effectively.

3. Lack of interest:-

Lack of interest effect good and skillfull communication,
There should be interested communication between two person.

4. Disability:-

Disability is also a cause to effect communication. Just like if a person is deaf and dumb, He can't hear and speak to other.

5. Distanc:-

Distance also effect communication. If the sender and reciver are far away from each other,Then they can't transmitt and exchange their veiws and ideas with each other.

Ans No:- 3:-

- **Dialogue between boss and employee**

Dialogue between boss and employee discussing about the economical condition effect during lock down situation on mobile phone.

- **Let's the employee's name is Ali**

Ali:- assalamualaikum Sir,

Boss:- Walikom Salam

Ali:- How are you Sir ?

Boss:- I am fine , what's about you?

Ali:- I am fine too.

Ali:- How is the situation Sit?

Boss:- What you mean about situation?

Ali:- about the current financial situation of the company?

Boss:- It's not going well , due to the current pandemic , and lock down situation. It seems a financial crises for our company.

Ali:- what about the other employees?

Boss:- they all are in holidays , The government order to close the company during lock down.

Ali:- What is the future plan about the company reopening?

Boss:- I think we should send an application to the government that to issue us the order about reopening of the company under SOPs.

Ali:- It's batter for the company and employees.

Boss:- Tell me about your financial situation.

Ali:- It's not good because the company is closed from three months and my income was there from the company.

Boss:- I was thinking to issue half payment of the three months to all the employees.

Ali:- It will be a good step for all employers, and I shall be thankful to you for this act of kindness.

Boss:- Thank you, see you soon in the company.

Ali:- Thank you, Allah Hafiz.

Boss:- Allah Hafiz.

The End.