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TEACHER :- Naeem ulah kaka khel.

PAPER :- English II (com skill)

1. What is communication,  
explain in detail all the types?

ANSWER :-

- In the way to express your ideas thoughts, expressions, feelings or emotions through verbal or non-verbal signs and symbols.

\* PURPOSES OF COMMUNICATION :-

- To express our thoughts or feelings
- To ensure communication.
- To find something abt personality of a person
- To enhance understanding.
- To solve issues
- To overcome anxiety through counselling etc.

## \* PROCESS OF COMMUNICATION

### COMPONENTS of communication.

- 1- Context.
- 2- Sender.
- 3- Encoding.
- 4- Message.
- 5- Medium.
- 6- Receiver.
- 7- Decoding.
- 8- Feedback.
- 9- Noise.

## \* ORAL MESSAGES.

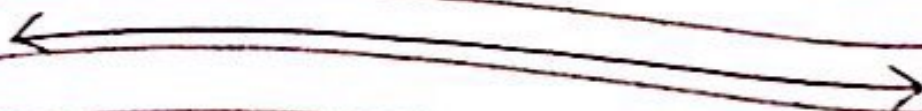
- Immediate feedback.
- Shorter sentences n shorter words.
- Focus on interpersonal relations.
- Less detailed technical info.
- More colloquial lang.
- Simple construction n words.
- More imperative, interrogative n exclamatory sentences.
- Focus more on non-verbal actions.

## \* WRITTEN MESSAGES.

- Delayed feedback.
- Longer sentences n longer words.
- More formal.
- Focus on content.
- More detailed technical info.
- Direct speech.
- More complex construction.
- Useful + permanent record n documentation.
- Possibility of review.
- Delayed action.

## \* Non-Verbal Communication:

- Facial expressions.
- Gesture (expressions through face).
- Postures.
- Movements.
- Voice quality.
- Silence.
- Time.
- Space.
- Smell n touch etc.



## 2- Elaborate Skimmings and Scanning in the light of Ved;

Ans:- Two (02) basic techniques through which we can improve our Reading Skills:-

1- SKIMMING.

2- SCANNING.

### 1- SKIMMING:-

The type of reading technique 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 title.
- Read the 1st sentence of each paragraph.
- Read the subtitle or intro.
- Read the Summary.

## WHEN SKIMMING

- Don't read anything in detail but just try to skip the text.
- Read the 1st and last sentence of each paragraph.
- Read the intro and summary.
- Read a few examples until you understand the concept of the text.

## 2- SCANNING:-

The type of reading technique in which we read in order to find and locate what 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 WHICH ARE

- o Particular name.
- o Number.
- o Telephone number.
- o Program.
- o Date.

## SCANNING --- GET ONLY WHAT YOU NEED :-

Three (03) steps for Scanning includes:

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

xx — x — x — x — xx

3- Define and differentiate letter/Memo?

Ans:-

**LETTER:-**

A letter is generally a form of communication from one individual to another.

# MEMO:-

A Memo is used to pass info to set of recipients as an internal communication in an organization.

## DIFFERENCE BETWEEN LETTER AND MEMO

MEMO	LETTER.
The memo relates to a short msg, written in an informal tone for interoffice circulations of the information.	The type of verbal communication that contains a compressed msg, conveyed to the party external to the business.

## EXCHANGED AMONG

Department, units or superior-subordinate under the organization.	Two business houses or among the company and the client.
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## NATURE

Informal and concise.	Formal and informative.
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## SIGNATURE

Signature not required in a memo.

The sender duly signs a letter.

## CONTENTS.

Utilization of technical jargon and personal pronoun is permitted or allowed.

Simple words are used and written in the 3rd person.

## LENGTH

Short.

Comparatively long.

## COMMUNICATION.

One to many.

One to one.

XX ————— X

X ————— XX



4- What are the 7 C's of ~~Communication~~ communication, explain all of them?

ANSWER: ▷

## SEVEN C'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 questions.
- Give something extra when desirable.

### 2- CONCISENESS: ▷

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

3-

### CONSIDERATION<sup>ED</sup>

- 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<sup>ED</sup>

- Use specific facts n figures.
- Put action in your verb.
- Choose image-building words.

5-

### CLARIFY<sup>ED</sup>

- Choose precise, concrete n familiar words.
- Construct effective sentences and paragraphs.

6-

### COURTESY<sup>ED</sup>

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

## 7. CORRECTNESS

- Use the right way  
in level of language acc  
to audience's benefit.
- Check accuracy of facts, figures  
in words that we have  
used.
- Maintain acceptable writing  
mechanics, i.e:  
Sentence correction level.

5- Give a brief definition of  
Vocabulary, also explain  
the types of Vocabulary?

ANSWER

## VOCABULARY

- Vocabulary basically  
refers towards "list of words"  
as "the stock" used by a person
- Our reading & writing vocabulary is  
larger than our spoken vocabulary  
because we have time to make an  
effort to recall words when we read  
as 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 reading and use the fewest of the words we know when we are speaking.

## TYPES OF VOCABULARY

- 1- Active Vocabulary.
- 2- Passive Vocabulary.

### 1- ACTIVE VOCABULARY

which we use for speaking or writing.

### 2- PASSIVE VOCABULARY

which we can understand when we hear or read.

