

Department	(AHS) MLT
Subject	Communication Skills
Marks	30
Semester	-II
Mid Term Assignment	Spring 2020
<b>Instructor</b>	<b>Hajra Iqbal</b>

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 is the art of transmitting information, ideas, and attitude from one person to another. Communication is the process of meaningful interaction among human being.

**Verbal Communication:**

Verbal communication is the use of words to share information with other people. It can therefore include both spoken and written communication.

**Non Verbal Communication:**

Communication between people through non verbal or visual cause. This includes gesture, facial expression, body movement, touch and anything else communicated without speaking.

**5 Ways Of Verbal Communication:**

- 1 Speak with confidence
- 2 Don't talk too much
- 3 Be clear
- 4 Think before you speak
- 5 Focus on your body language

**5 Ways Non Verbal Communication:**

- 1 Gesture
- 2 Eye contact
- 3 Stand straight
- 4 Make eye contact with audience
- 5 Facial expression

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

The barriers that can occur within a company: language, cultural, diversity, gender differences, status differences and physical separation. These barriers to communication are specific items that can distort or prevent communication within an organization.

**BARRIERS TO EFFECTIVE COMMUNICATION:**

**1 PHYSICAL BARRIERS:**

These include distance, background noise, poor, bad hearing, poor eyesight.

**2 LANGUAGE:**

Speaking different language, having strong inflections, using slang can disturb communication.

**3 CULTURAL:**

These are the behaviours that the group accept as signs of belonging.

**4 LACK OF EYE CONTACT:**

Not making eye contact is a sure way of raising doubt in listeners and losing their attention and making them feel suspicious of you.

**5 LACK OF FOCUS:**

Too much information can confuse and if you're overwhelming them with details to avoid telling them something else they would rather know.

**6 NOT BEING PREPARED:**

If you're not prepared, if you lack the facts, if you rely on your Power Point presentation too much, your listeners will notice and feel let down, and they won't believe you.

**7 TALKING TOO MUCH:**

When you talk, you're not listening, and you need to listen to the people you're attempting.

**8 LACK OF ENTHUSIASM:**

If you don't believe in your position, product, or whatever you're trying to sell, they won't believe in it either.

**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**

**Dialogue Between Two Friends.**

Ahmad: Hey Tayyab! How are you man? How a long time we are meeting.

Tayyab: Ya i am fine. How about you Ahmad?

Ahmad: Ya i am fine. Hey do you heard about the corona virus?

Tayyab: Yes, People say that spread from China.

Ahmad: You are correct. What more about it ?

Tayyab: Government advised the people to be carefull because there is no vaccines prepared for it.

Ahmad: Ya. We should be carefull about ourselves.

Tayyab: I have heared that medical research are start to prepare vaccines for it with it full efforts.

Ahmad: Ya but still they are unsuccesfull.

Tayyab: You are right and there is a few precautions to safe himself from this complicated virus.

Ahmad: Please tell me. What's the precautions?

Tayyab: Ya bro why not. The precautions are to use the mask and gloves and to save himself from populated area. These are the simple and easy methods.

Ahmad: Thank you dear! Ya these methods are so easy and everyone can follow without any complication. And what about it's symptoms ?

Tayyab: It's symptoms are fever, caughing, sneezing, sore threorat, difficulty in breathing.

Ahmad: Also tell me about it's treatment.

Tayyab: But there is no any direct method of treatment beacuse of no vaccines therefore a few step should be taken for the recovery.

Ahmad: Yes,I know but what are the steps to be taken to avoid this virus?

Tayyab: There is fourteen days course of isolation and of drinking warm water and to avoid to with meet peoples.

Ahmad: It is also so easy steps to avoid corona virus.

Tayyab: Yes, And the special and the most important step is to help the poor people in these type of bad situations.

Ahmad: Yes, of course it is our religious duty. Thank you! Now i am go to the market.

Tayyab: Ya, you can go now.

Ahmad: OK Bye.