**INU Peshawar Date 20th April 2020**

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

**Fill below blocks.**

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| Student Full Name | **Faisal khan** |
| Student Father Name | **M.Momin** |
| University ID Card Number | **16134** |

**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**

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| **Ans; The ability to convey informatin to another effectively and efficiently.Communication skill help to facilitate the shairing of information between people with in company for its commercail benefits.**  **\* Verbal communication;**  **Verbal coomunication 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 couse.this include gastures,faical expression,body,movement,timming,touch,and anything else communicate without speaking.**  **5 ways of verbal and non verbal communication;**  **Verbal ways;**  **.Don,t talk too much**  **.Be clear and soft**  **.Speak with confidence**  **.Listen attentively**  **Non verbal communication**  **.Dressed approppriately**  **.Make eye contact with audience**  **.Stand straight**  **.Body movement**  **.Facail exppresions** |

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

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| **Ans; A communication barrier is any thing that prevents you from receiving and understanding the messeges other use to convey their information.Ideas and thought.These barrier may be related to the messeges internal barrier related to thoughts and feelings or external barreir.**  **\* BARRIERS TO EFFECTIVE COMMUNICATION.**  **. Physical barrier,physical barrier in the work place include…**  **.Perceptual barrier.It can be hard to work nout how to improve your communication skill..**  **.Emotional barrier**  **.Cultural barreir**  **.Language barrier**  **.Gender barrier**  **.Interpersonal barrier**  **.Withdrawal**  **Some common barrier to effective communication include:**  **1: The use of jargon.Over completed or un familar terms.**  **2:Emotinal barrier and taboos.**  **3: Lack of attention,interest,distruction,or irrelevance to the reciver.**  **Difference and perception and veiw point.**  **5: Physical disabilities such as hearing problem or difficuties;**  **6: Physical barrier to non verbal communication**  **7: Language differnce and the difficulty in understanding un familer accents.**  **8: Expections and prejudices which may lead to false assumption or sterotyping.People often hear what they expects to hear rather than what is accutully said and jump to incorrect conclusion.**  **9: Cultural difference. The norms of socail interaction vary greatly in different cultural,As do the way in which emotions are expressed.For example:the concept of personl space varies between cultural and between different socail setting.** |

**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**

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| **Ans: two friends talking about the new virus covid 19:**  **Ali and abbas.**  **Ali; Salam abbas how are you bro?**  **Abbas; I m ok.Lost of money on stock market.**  **Ali; Yaah,Sensex crushed big time due to corona virus.**  **Abbas; I don,t understand it.Why should share market are crashed.**  **Ali; Well corona virus affects business.**  **Abbas; Yes,but it not a direct business issue,no?**  **Ali; See,If factories are closed production goes down day to day.**  **Abbas; Yes**  **Ali; If international travell goes down import and export to slow down**  **Abbas; Right.**  **Ali; If people get lock down so their income so increase**  **Abbas; True,Thats correct.**  **Ali; when icome decrease ,People start by buying less.**  **Abbas; Right you are correct**  **Ali; when people buy less ,sales decrease and that reduce the income**  **Abbas; hmmm**  **Ali; Also share markets work on my complex factor**  **Abbas; Many times ,Fear drivers how people behave in share market**  **Ali; Yes,Fear and greed are power full foce in share markets**  **Abbas; hmmmm**  **Ali; Yes, people wants to protect their money if risk becomes to much**  **Abbas; Hmm, So the markets crashed when there is no enviroment of fear.**  **Ali; True**  **Abbas; So what is the smart way to deal with share on markets**  **Ali; our homes are the best and complex idea of share in market online**  **Abbas; True**  **Ali; So, there can be no standard solution that always work**  **Abbas; True**  **Ali; but one thing is to play for the long term**  **Abbas; hmmmm when we wants perfect profit**  **Ali; thats true, no can predeict daily movement of the markets**  **Abbas; if we want quick profit we go wrong?**  **Ali; Yes so don,t look for quick profits.**  **Abbas; I agree with u**  **Ali; I will keep this in mind that no quick in profit**  **Abbas; Right thats the way**  **Ali; Thanks brooo**  **Abbas; No problem**  **Ali; I will posh off now**  **Abbas; see you soon Allah hafiz**  **Ali; Khuda hafiz ….** |