

Exam: FINAL

Subject: English

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Q.1:

Ans.1: **Definitions of communication:**

- It is the way to express your ideas thoughts, expressions, feelings or emotions through verbal or non-verbal signs and symbols... OR
- Communication is a process of transmitting n receiving verbal or non verbal msgs.

How to Overcome Barriers of communication:

- Taking the receiver more seriously.
- Crystal clear message.
- Delivering messages Skillfully.
- Focusing on the receiver.
- Using multiple channels to communicate instead of relying on one channel.
- Ensuring appropriate feedback.
- Be aware of your own state of mind/emotions/attitude.

Purpose of Communication:

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

Process of communication:

Components of communication.

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

Oral messages:

- Immediate feedback.
- Shorter sentences n shorter words
- Conventional, e.g. Ok
- Focus on interpersonal relations.
- Less detailed technical infor.
- 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 information.
- Direct speech.
- More complex construction.
- Useful 4 permanent record n documentation.
- Possibility of review.
- Delayed action

Non-verbal communication:

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

Scope of communication:

- Project future in the present
- Raise awareness. Meet infor. needs.
- Motivation raises.
- Proper planning and coordination.
- T.L comm. shows off elite class language representativeness.
- Com skills represents ability n proficiency of a person.
- Essential for individual's administration, organization n coordination.
- Executive's success is based
- A valuable job requirement
- Develops the right attitude to drive the nail aright
- Creates patience n understanding along with careful n sound judgments
- An essential task for promotion throughout yhe life.

Q.2:

Ans.2: Two basic techniques through which we can improve our reading skills are

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 first sentence of each paragraph.
- ✓ Read the subtitle or introduction.
- ✓ Read the summary or last paragraph if there is one.
- ✓ When Skimming:
- ✓ Don't read every thing in detail but just try to skip the text.
- ✓ Read the first & last sentence of each paragraph.
- ✓ Read the introduction & 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:

- Particular name
- Number
- Telephone number

- Program
- Date

Scanning---get only what you need:

Three steps for scanning includes

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

Q.3:

Ans.3: **Name of Seven C'S of communication:**

1. Completeness
2. Correctness
3. Conciseness
4. Concreteness
5. Consideration
6. Clarity
7. Courtesy

1. **Completeness:**

- Provide all necessary info
- Answer all questions
- Give something extra

2. **Conciseness:**

- Eliminate word expressions
- Include only relevant material
- Avoid unnecessary repetition

3. Consideration:

- 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:

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

5. Clarity:

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

6. Courtesy:

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

7. Correctness:

- Use the right way n level of language acc to audience’s beniefit.
- Check accuracy of facts, figures n words that u have used.
- Maintain acceptable writing mechanics, i.e sentence correction level.

Q.4:

Ans.4: First of all we define memo & letter.

Definition of Memo:

- The memo is short for the memorandum, which means a note or record for any use in future. It is a short message used as a means of informal

communication within the organization, for transmitting information in writing. It may be titled as interoffice communication, office memorandum, or interoffice correspondence, rather than a memorandum.

- The primary objective of memos is to disseminate business policies, procedures or related official business. These are written in one to all perspective and can serve different purposes like conveying news, directions and information to multiple recipients, calling people to action or meeting.
- One can use an informal tone and personal pronouns in the memo. There is no requirement to use a salutation and complimentary close.

Definition of Letter:

- A business letter can be defined as the form of written communication, that contains a long message, addressed to the party external to the organization, i.e. supplier, customer, manufacturer or client. It starts with a salutation, written professionally in the third person and has a complimentary close with a signature.
- The relationship between the sender and receiver plays a significant role in determining, the overall style in which the letter is drafted. These are used for a number of reasons such as a request for information or feedback, order placement, making complaints or grievances, enquiring something or taking follow-up.
- The letter is printed, typed or written on the letterhead paper, which contains the details of the company like name, address, logo, etc. As business letters serve as evidence for both the parties concerned, so it needs to be polite, courteous and respectful to gain immediate response.

Basis for comparison of memo & letter:

- Meaning: Memo refers to a short message, written in an informal tone for interoffice circulation of the information. Letter are a type of verbal

communication, that contains a compressed message, conveyed to the party external to the business.

- Nature: MEMO: Informal and Concise LETTER: Formal and informative
- Exchanged between: MEMO: Departments, units or superior-subordinate within the organization. LETTER: Two business houses or between the company and client.
- Length: MEMO: Short LETTER: Comparatively long
- Signature: MEMO: Signature is not required in a memo. LETTER: A letter is duly signed by the sender.
- Communication: MEMO: One to many LETTER: One to one
- Content: MEMO: Use of technical jargon and personal pronoun is allowed. LETTER: Simple words are used and written in third person.

Key Differences Between Memo and Letter:

- The points presented below explain the difference between memo and letter:
- The memo can be defined as a short message, written informally to communicate certain information to the members of the organization. Conversely, letters can be understood as a means of a verbal communication containing a brief message addressed to a party external to the business.
- A memo uses informal tone and is straight to the point. On the other extreme, letters are very formal and contain lots of information.
- The use of memorandum is internal to the organization, in the sense that it is exchanged between two departments, or units or sent by the manager to inform subordinates. As against, the use of letter is external in nature, as it is exchanged between two business houses or between the company and client.

- When it comes to length, letters are lengthier in comparison to the memo.
- There is no requirement of a signature in the memo, as it is used within the organization. However, the letter is to be duly signed by the one who sends it.
- Memos are written to inform or direct, a department or number of employees on a certain matter and so it is usually written from one to all perspective, such as mass communication. Contrary to this, letters are private as it addresses to a particular party or client, so it is a form of one to one interpersonal communication.
- Technical jargons are commonly used in memos, as well as uses personal pronouns. Unlike, letters avoid the use of technical jargons and terms which are not easy to comprehend. Moreover, letters are written in the third person.

Conclusion:

- A memo is an essential tool for business communication, which is used to transmit a particular information to many individuals working in the same organization. It has a great role to play in recording the day to day business activities and can be used for future reference.

In contrast, letters are considered as the best mode of written communication, that can be used for giving or seeking information to/from an external party. It helps to persuade the receiver, to do as per the will of the writer.

Q.5:

Ans.5: **Definition of vocabulary:**

A vocabulary, also known as a wordstock or word-stock, is a set of familiar words within a person's language. A vocabulary, usually developed with age, serves as a useful and fundamental tool for communication and acquiring knowledge.

Types of Vocabulary:**Reading vocabulary**

A literate person's vocabulary is all the words they can recognize when reading. This is generally the largest type of vocabulary simply because a reader tends to be exposed to more words by reading than by listening.

Listening vocabulary

A person's listening vocabulary is all the words they can recognize when listening to speech. People may still understand words they were not exposed to before using cues such as tone, gestures, the topic of discussion and the social context of the conversation.

Speaking vocabulary

A person's speaking vocabulary is all the words they use in speech. It is likely to be a subset of the listening vocabulary. Due to the spontaneous nature of speech, words are often misused. This misuse, though slight and unintentional, may be compensated by facial expressions and tone of voice.

Writing vocabulary

Words are used in various forms of writing from formal essays to social media feeds. Many written words do not commonly appear in speech. Writers generally use a limited set of words when communicating. For example, if there are a number of synonyms, a writer may have a preference as to which of them to use, and they are unlikely to use technical vocabulary relating to a subject in which they have no knowledge or interest.

Final vocabulary

The American philosopher Richard Rorty characterized a person's "final vocabulary" as follows:

All human beings carry about a set of words which they employ to justify their actions, their beliefs, and their lives. These are the words in which we formulate praise of our friends and contempt for our enemies, our long-term projects, our deepest self-doubts and our highest hopes...I shall call these words a person's "final vocabulary". Those words are as far as he can go with language; beyond them is only helpless passivity or a resort to force.

THE END