

INU Peshawar

Date 19th August 2020

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

Fill below blocks.

Student Full Name	Muhammad ilyas khan
Student Father Name	Riaz ullah
University ID Card Number	14483

Question No1:

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?

Communication skills:

Communication skills are abilities you employ when giving and receiving different sorts of information. Some cases include communicating ideas, feelings or what's happening around you. Communication skills involve listening, speaking, observing and empathizing. Communication skills are needed to speak appropriately with an honest kind of people whilst maintaining good eye contact, demonstrate a varied vocabulary and tailor your language to your audience, listen effectively, present your ideas appropriately, write clearly and concisely, and work well during a group.

Types Of Communication Skills:

Communication can be categorized into three basic types:

- (1) Verbal communication: during which you hear an individual to know their meaning.
- (2) Written communication: during which you read their meaning.
- (3) Nonverbal communication: during which you observe an individual and infer meaning.

Verbal communication:

Verbal communication is that the use of sounds and words to precise yourself, especially in contrast to using gestures or mannerisms (non-verbal communication). An example of verbal communication is saying "No" when someone asks you to try to to something you do not want to try to .

Non-Verbal communication

Nonverbal communication (NVC) is that the transmission of messages or signals through a nonverbal platform like eye contact, facial expressions, gestures, posture, and thus the space between two individuals. ... Now, scholars argue that nonverbal communication canister convey more meaning than verbal communication.

Five ways of Verbal Communication:

- Intrapersonal Communication. This form of communication is extremely private and restricted to ourselves. ...
- Interpersonal Communication. This form of communication takes place between two individuals.

- Small Group Communication.
- Public Communication.
- The verbal communication is that that we says face to face to someone using sounds or some words to express yourself.

Five ways of Non-Verbal Communication:

- Facial expressions. The face is extremely expressive, ready to convey countless emotions without saying a word.
- Body movement and posture.
- Gestures.
- Eye contact.
- Distance.
- Space.
- Pay attention to inconsistencies



Question No 2:

What are the Barriers to Effective Communication? Enlist and explain any five barriers to effective communication?

Answer:

Barriers to Effective Communication: Communication barriers can be defined as the aspects or conditions that interfere with effective exchange of ideas or thoughts.

4. TYPES OF BARRIER

- Physical Barrier
- Cultural Barrier
- Language Barrier
- Emotional Barrier
- Gender Barrier
- Organizational Barrier

PHYSICAL BARRIER

• Physical barriers relate to disturbance within the immediate situation, which may interfere within the course of an efficient communication. Some of them are easy to change whereas, some may prove to be tough obstacles within the process of effective communication.

CULTURAL BARRIER

• Cultures provide people ways of thinking-- ways of seeing, hearing, and interpreting the planet . Similar words can mean various things to people from different cultures, even once they talk the "same" language.

FACTORS CAUSING CULTURAL BARRIER

- Diversified cultural background.
- Language and Accent.
- Behavior and Nature.
- Religion.

LANGUAGE BARRIERS

• Inability to converse during a language that's known by both the sender and receiver is that the greatest barrier to effective communication. When an individual uses inappropriate words while conversing or writing, it could lead on to misunderstanding between the sender and a receiver.

FACTORS CAUSING LANGUAGE BARRIERS

- Multi language
- Region
- Inadequate vocabulary
- Interpreting difference

EMOTIONAL BARRIER

• The spirit may influence your capacity to form yourself understood and hamper your understanding of others. Many times, emotional barriers on your part or the a part of the person you're speaking which can inhibit your ability to speak on an efficient level.

FACTORS CAUSING EMOTIONAL BARRIER

- Fear/ insecurity
- Mistrust
- Stress

7. GENDER BARRIERS

Relationships, respect, workplace authority and education are common ways men and ladies are pitted against one another .Overcoming barriers in gender communication isn't simple but are often made clear with a little patience and understanding. This barrier arises because men and ladies have alternative ways of thinking and communication.

FACTORS CAUSING GENDER BARRIERS

- Fear and shy
- Environment

- Misunderstanding

ORGANIZATIONAL BARRIERS

Organizational structure greatly affects the potential of the workers as far because the communication cares . All the interior factors which stymie or block the method of communication are referred to as organisational barriers. Some such factors have already been discussed like restrictive environments, deceptive tactics, communication network.

21. FACTORS CAUSING ORGANIZATIONAL BARRIERS

- Status relationship
- One way flow
- Organization structure
- Rules and regulations
- Too many levels in organization structure.

Question No 3:

Write a dialogue between Boss and employe discussing on phone,the means for earning living for them in the present lockdown situation.

Answer:

Dialogue Between Boss And Employee About Earning Living.

Boss: calling to employee

Belling ting ting ting

Employee: Attend The call.

Assalam o Alaikom Sir how are you Sir.

Boss: Fine And You.

Emplyee: I am Also Fine.

Boss: How about corona virus in yours place.

Employee: Sir the situation is still going wrong about corona.

Boss: what really but why is still going wrong.

Employee: Sir actually in our home there is some cases of corona virus.

Boss: Really oh my God. When they get that virus.

Employee: sir they get that virus before the weak.

Boss: oh Now whats the situation in your home.

Employee: Sir now the situation is become to normal littlely.

Boss: Good. Whats about the treatment.

Employee: Sir the treatment is still Going on.

Boss: Good. Whats about lockdown.

Employee: Sir the lockdown is also here sir.

Boss: Hmm.

Employee: Sir You wanted to say something.

Boss: Yes about the living Earning.

Employee: yes sir.

Boss: what's yours idea about living earning in this corona virus lockdown.

Employee: Sir in this corona virus situation we give the apps which we use in our offices to our employees to do their works online in their home.

Boss: Hmm Good Idea.

Employee: Yes sir this is the better chance to continue our works in home instead from office.

Boss: Hmm Good so we ends ours call and we take meeting online when the all staff is online. Inform them All that tomorrow come all the staff online for the meeting if all the is agree with this than we do this.

Employee: Ok Boss I msg or call them to came the meeting for tomorrow.

Boss: Ok Good bye seen you soon tomorrow.

Employee: Ok Boss Good Bye.