

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 SKILLS:-**

It is the process of conveying message, exchanging of information, thoughts and sharing of ideas to other person. The scholar "DAVIS" defined the communication as:- **Communication** is a process of passing information and from one to another. It can be done in written form, by speaking, and may through gestures.

**Verbal communication:-**

In verbal communication we are conveying the message or exchange the information, ideas and thoughts to other person by auditory language, speaking and listening.

**Types of verbal communication:-**

- 1) **Voice tone:-** when we simply make a sigh or laugh our voice tone modifies how it is likely to be interrupted.
- 2) **Voice speed:-** we need to talk in normal voice speed. Because speaking slower can convey a reliable feel.
- 3) **Voice volume:-** our sound or voice should be audible.
- 4) **Language:-** we need to speak the simple language through which we can easily exchange the information with other person.

- 5) **Vocabulary:-** the particular words we use to do matter a great deal. As a verbal communicator our words are our toolbox.

### **Non Verbal communication:-**

The type of communication in which we are using signs, posture, and gestures for conveying the message to other person.

### **Ways of non verbal communication:-**

- 1) **Eye contact:-** Eye contact indicates attentions and interest.
- 2) **Gestures:-** we need to appropriate gestures for easily conveying.
- 3) **Posture:-** our postures tells a powerful non-verbal story.
- 4) **Touch:-** Our handshake and touch on the elbow are showing the positive impact.
- 5) **Smile and laughter:-** we need to simple smile for attractions.

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

### **Barriers of effective communication:-**

things which prevents us from receiving and understanding the messages of others.

These things which are causing the negative effect on the message sending (speaking) or receiving (Listening).

They can be related to the message, may be internal which is related to thought, may be external and feelings.

### **Barriers:-**

Barriers are given below:

- 1) **Disability:-** it can produce the negative affect on the communication if we are unable to listen perfectly.
- 2) **Language barrier:-** when the people don't understand the each others language so it may become difficult to communication and then we are unable to convey the message or to exchange of information.
- 3) **Emotional barrier:-** It includes the over feeling of fear, over sadness, over happiness and feeling of jealousy when these kinds of feelings are present inside the communicators it may become barrier.
- 4) **Physical barriers:-** The distance between the sender and receiver. If the distance is much more between the sender and receiver at the time of communication so they cannot listen and cannot understand to each others.
- 5) **Semantic barrier:-** The using of technical words, symbols signs and those words which have more meanings can be barrier to communication.

- 6) **Organizational barrier:-** A group of people are working to achieve a common objective is called organization. If we are working in organization we need to have the policy we need to follow the rules of an organization. If we are not following the rules of organization it could a barrier to communication in an organization.
- 7) **Noise barrier:-** If we are communicating at those places where noise is too more so it can be a barrier because we can't gets the information in noise, because noise creating disturbance.
- 8) **Culture barrier:-** it can effect as personality differences like body language in some cultures eye contact is important whereas in some it is rude and disrespectful.

**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**

**Answer#3.**

### **Dialogues between two Friends Salman and Asad.**

**Salman: Hi Asad how are you?**

**Asad: Hellow I'm fine, What about you?**

**Salman: I'm also fine.**

**Asad: What are you doing nowadays? I mean tell me something about your job.**

**Salman:: Nothing special, the current situation of our country is very bad nowadays due to COVID-19. And therefore the lockdown started from one month.**

**Asad: Oh! So now you can't go to workshop?**

**Salman: Yes due to the current situation I can't open my workshop.**

**Asad: Ok. So how you are handling the household expenses?**

**Salman: My elder brother is in foreign country and he is handling the expenses.**

**Asad: Do you know about the government organization**

**Salman: No I don't know.**

**Asad: The government planned a program for poor families in which the government giving twelve thousand rupees per month due to COVID-19 for three months.**

**Salman: Oh! That's great job.**

**Asad: And what about your job and expenses in the current situations?**

**Salman: My father is a government teacher and the government giving him salary of every month.**

**Asad: Oh! That's great.**

**Salman: Now what's we need to do in this situations?**

**Asad: We need to stay home.**

**Salman: Yes we can only pray for our country and for those people who's victim of this virus.**

**Asad: Do you know that we can earnings at home?**

**Salman: Really! Earnings at home? But how?**

**Asad: There's an app PTCshare you need to install it and start trading with people online, and you can easily earning 4-5 dollars daily.**

**Salman: Oh! That's a great idea thank you so much.**

**Asad: Your welcome.**

**Salman: Ok now I am going to home, I am getting late good bye take care stay home save lives.**

**Asad: Yeah sure you may go, good bye see you.**

**\*\*\*\*\*THE END\*\*\*\*\***