

Worksheet

1

Name:

Roll No: Class: Section:

Date:

COMMUNICATION SKILLS-II

Chapter-1

1. Tick (✓) the correct option.

- (a) Which of the following is an example of Non-Verbal Communication?
- | | | | |
|-----------------------|--------------------------|-----------------------|--------------------------|
| (i) Gestures | ☐ | (ii) E-mail | ☐ |
| (iii) Traffic signals | ☐ | (iv) Group discussion | ☐ |
- (b) Which of the following is an undesirable input due to which communication barriers enter the communication process and cause distortion of the message?
- | | | | |
|-------------|--------------------------|--------------|--------------------------|
| (i) Encode | ☐ | (ii) Decode | ☐ |
| (iii) Noise | ☐ | (iv) Channel | ☐ |
- (c) Which of the following is the response of the receiver after perceiving the message?
- | | | | |
|---------------|--------------------------|---------------|--------------------------|
| (i) Decoding | ☐ | (ii) Feedback | ☐ |
| (iii) Channel | ☐ | (iv) Receiver | ☐ |
- (d) Which of the following are obstacles or difficulties that come in the way of communication?
- | | | | |
|--------------|--------------------------|-------------------|--------------------------|
| (i) Barriers | ☐ | (ii) Roads | ☐ |
| (iii) Stones | ☐ | (iv) All of these | ☐ |
- (e) Which of the following is not a part of 7C's of communication?
- | | | | |
|-------------------|--------------------------|---------------|--------------------------|
| (i) Concise | ☐ | (ii) Concrete | ☐ |
| (iii) Concentrate | ☐ | (iv) Coherent | ☐ |
- (f) "Are you ready to go?" is a kind of sentence.
- | | | | |
|-------------------|--------------------------|--------------------|--------------------------|
| (i) Imperative | ☐ | (ii) Interrogative | ☐ |
| (iii) Declarative | ☐ | (iv) Exclamatory | ☐ |

2. Fill in the blanks.

- (a) In barrier, messages are interpreted according to viewpoint and past experience of receiver.
- (b) The term 'communication' is derived from the Latin word which means to share.
- (c) In verbal and visual communication, the message is converted from one system to another system in the form of codes. This is known as
- (d) A is a group of words giving a complete thought.
- (e) Specific information in the form of written comments and oral conversation is feedback.