

# 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          | <input type="checkbox"/> | (ii) E-mail           | <input type="checkbox"/> |
| (iii) Traffic signals | <input type="checkbox"/> | (iv) Group discussion | <input type="checkbox"/> |

(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  | <input type="checkbox"/> | (ii) Decode  | <input type="checkbox"/> |
| (iii) Noise | <input type="checkbox"/> | (iv) Channel | <input type="checkbox"/> |

(c) Which of the following is the response of the receiver after perceiving the message?

- |               |                          |               |                          |
|---------------|--------------------------|---------------|--------------------------|
| (i) Decoding  | <input type="checkbox"/> | (ii) Feedback | <input type="checkbox"/> |
| (iii) Channel | <input type="checkbox"/> | (iv) Receiver | <input type="checkbox"/> |

(d) Which of the following are obstacles or difficulties that come in the way of communication?

- |              |                          |                   |                          |
|--------------|--------------------------|-------------------|--------------------------|
| (i) Barriers | <input type="checkbox"/> | (ii) Roads        | <input type="checkbox"/> |
| (iii) Stones | <input type="checkbox"/> | (iv) All of these | <input type="checkbox"/> |

(e) Which of the following is not a part of 7C's of communication?

- |                   |                          |               |                          |
|-------------------|--------------------------|---------------|--------------------------|
| (i) Concise       | <input type="checkbox"/> | (ii) Concrete | <input type="checkbox"/> |
| (iii) Concentrate | <input type="checkbox"/> | (iv) Coherent | <input type="checkbox"/> |

(f) "Are you ready to go?" is a kind of ..... sentence.

- |                   |                          |                    |                          |
|-------------------|--------------------------|--------------------|--------------------------|
| (i) Imperative    | <input type="checkbox"/> | (ii) Interrogative | <input type="checkbox"/> |
| (iii) Declarative | <input type="checkbox"/> | (iv) Exclamatory   | <input type="checkbox"/> |

#### 2. Fill in the blanks.

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