

**MAA OMWATI DEGREE COLLEGE HASSANPUR
(PALWAL)**

Notes

BCA 3rd Sem

Communications Skills (English)

COMMUNICATION SKILLS (ENGLISH)

SEM III.

SESSION 2021-22.

B.C.A EXAM. NOTES.

1. Give two definitions of communication.

Ans. The term communication originates from the word (Latin) "Communis" meaning common or communal which means to share or impart.

Communication is the art and process of creating and sharing ideas. In other words, communication is the process of transferring information from sender to receiver.

Definitions

(i) According to American Society of Training Directors, Communication is the interchange of thought or information to bring about mutual understanding and confidence or global human relation.

(ii) CHESTER BARNARD, viewed communication as the means by which people are linked together in an organization to achieve a common purpose.

2. Explain characteristics of communications briefly, there are following.

- (i) Two way process.
- (ii) Goal oriented
- (iii) Continuous process
- iv Verbal & non-verbal
- v Develop relations.
- vi Dynamic process.
- vii Circular flow.

3. Explain verbal communication briefly.

Ans. Verbal communication is the most popular means of carrying information from one person to another.

Verbal communication is when we communicate our message verbally. It requires the use of words vocabulary and the symbols.

Since language is the necessary instrument of verbal communication mastering linguistic skills is important to improve interaction.

The principal function of verbal communication is to transfer information which may be factual or specific. It may also convey emotions attitudes, beliefs, hopes, desires etc.

4. - what is oral communication?

Ans. Oral communication is that channel of communication in which message is transmitted in spoken form.

The term 'oral' means anything pertaining to the mouth.

Oral communication provides good opportunity for two way exchanges of thoughts, opinions, feelings, & ideas.

It may be one to one or one to many depending on the situation.

5. what is written communication?

Ans. In it the written signs or symbols are used to communicate.

A written message may be printed or hand written.

In written communication messages can be transmitted through letter, report, memo etc. with the advancement of technology written communication also covers electronic means such as e-mail and fax etc. written statement is so important that it is not possible to think of a business organisation without it.

The working of any organisation depends to a large extent on the exchange of letters, reports etc.

6. what are LSRW skills?

Ans. The four major formal communication skills are acronymed as LSRW where L stands for 'Learning' S for 'Speaking' R for 'Reading' & W for 'Writing'.

Good LSRW skills are the keys to unlock the doors to success. These skills help to build strong relationships

and better understanding which are so vital in our personal and professional life.

7. what do you mean by dialogue?

Ans. Dia, means 'through' or with each other. Logos means the word or the meaning. Thus dialogue means, meaning flowing through.

Dialogue is a conversation between two or more people. As one speaks, the other listens, considers his words and responds with inquiry that moves the conversation closer and closer to the truth - or the pay off.

The response may challenge the 1st speaker's logic with or assumption it may build on one of the 1st speaker's points. Offer an alternative view or something else.

8. what is an antonym?

Ans. This is a word that means the opposite of another word. For example, the antonym of hot is cold.

9. what is Synonym?

Synonym is the similar meaning of a particular word.

It is a word or a phrase that means the same as another word or a phrase in the same language.

It is important to know the context and exact grammatical status of a synonym. Therefore the synonym of a noun must be a verb and of adverbs must be an adverb.

10. what is preposition?

Ans. A preposition is a word placed before a noun or pronoun to show its relation with something else in the sentence.

Example - I placed a book on the table.

In this sentence on shows the relation between table & book. On is a preposition.

11. One word Substitution.
1. Astronomy — The study of planets.
 2. Edible — which is fit to be eaten.
 3. A person who eats human flesh. — Cannibal.
 4. One who eats too much. — voracious.
 5. That which cannot be altered. — greenback.
 6. A speech without prior preparation. — extempore.
 7. A lover of books. — bibliophile.
 8. One who does not believe in God. — atheist.
 9. Fear of water. — Aquaphobia.
 10. One who believes in God. — Theist.

12. Prefix.

Real — Unreal
 Happy — Unhappy
 Developed — Underdeveloped
 Grown — Undergrown.

One word ~~Subs~~ adding Suffixes.

Enforce — Enforcement
 Machine — micro-machine
 Clear — nuclear — unclear.
 Set — action
 Construct — construction

13. Fill in the blanks with appropriate conjunctions.

- (a) I have lost — — I missed the train.
- (b) Do not go — — I come back.
- (c) The patient died — — the Dr. arrived.
- (d) The sun set — — the night fell.
- (e) Azay failed — — he was ill.

14. Fill in the blanks with a, an or the, where necessary.

- (a) I got — camera and — watch as birthday presents.
- (b) My daughter is — doctor.
- (c) — stitch in time saves nine.
- (d) He is — one eyed man.
- (e) I saw — beggar. I gave food to — beggar.
- (f) — girl who stole it was given — prize.
- (g) He has — ulcer on his leg.
- (h) — old man had four sons.
- (i) Ram was wearing — bag.
- (j) He was — employee in my office.

15. What are the functions and characteristics of communication?

Ans. The term communication originates from the Latin word 'Communis' meaning common or communicare which means to share or impart.

Communication is the process of transferring information from sender to receiver. It can take place between two people as well as within groups.

Functions

1. Information flow.
2. Directive "
3. Feedback "
4. Integration "
5. Cultural "
6. Communal "
7. Educational "
8. Control activation "

16. What are the objectives of communication?
 Discuss.

Ans. Effective communication is one that includes clarity in expression and exchange of ideas and emotions. It is an art to get one's message across successfully. To get a message across clearly means that the thoughts

4. and ideas are communicated clearly and there is no miscommunication between the sender and receiver. Effective communication is the most vital component in today's corporate world. Following are a few of the main objections of communication.

1. Information
2. Stronger decision making
3. Motivation
4. Control
5. Increased productivity
6. Raising morale
7. Enhance Professional Image
8. Strong Business Relationship
9. Problem Solving
10. Feedback.

17- How to improve communication?

Ans. Misunderstanding and confusion can exist in every stage of the process. In order to deliver messages effectively one must try to break down the barriers that exist in each of these stages of the process.

Various communication barriers faced by all these days.

The message intended by the sender is not understood by the receiver in the same terms and sense and thus communication break down occurs.

In order to improve efficiency in the way of communication the following steps are worth consideration.

1. Clarify the message.
2. Stick to point.
3. Emotional stage
4. Be a good listener
5. Use of simple language.

6. Proper media selection
7. Ensure proper feedback.
8. Communicate according to need.
9. Culture consideration.

18. What is non-verbal communication? Explain its types.

Ans. There are many different aspects/types of non-verbal communication. These include:

1. Body language or Kinetics
2. Facial expression
3. Eye contact
4. Gestures
5. Posture
6. Appearance
7. Paralanguage
8. Proxemics.

Advantages of Non-Verbal Communication.

19-

Non-verbal communication has the following advantages

1. It provides information either consciously.
2. It enables one to detect deception or affirm a speaker's honesty.
3. It re-inforces or modifies what is said in words.
4. It qualifies compliments or expands verbal message.
5. It facilitates and simplifies specific tasks.
6. It is important from both the sender's and the receiver's stand point.
7. It provides feedback to the other person.
8. It facilitates control or influence over others.
9. It regulates the flow of communication.

Disadvantages

- 1- Non-verbal communication has the following disadvantages
- (a) It lacks written proof.

- (b) It is used only for a small field of information
- (c) No secrecy is maintained as it is visible to all.
- (d) Many times it is difficult to study.
- (e) Post events or ideas cannot be discussed or conveyed through non-verbal communication.

20- What is GD? What are the objectives of GD?
What does a GD evaluate?

Ans. Group discussion, as the name suggests, is a group activity carried out by participating individuals. It is a technique or a method used for screening candidates as well as testing their potential.

To evaluate whether the candidates have certain personality traits or skills that it desires in its members.

In this methodology, the group of candidates is given a topic or a situation, given a few minutes to think about the same.

GD is one of the best tools to study the behavioural and attitudinal responses of the participants.

21- Explain the process of developing dialogues and its importance.

Ans. Dialogue is a literary and theatrical form consisting of a written or spoken conversational exchange between two or more people.

In simple words, dialogue is spoken words between two or more characters. Dialogue is a communication tool that allows people to understand other view points.

Dialogues are an exchange of ideas & opinions. It is used to help participants resolve long standing conflicts and to build deeper understanding of issues. Dialogue is used in class rooms in the workplace, in neighbourhoods, in the halls of Govt & other agencies to enable people to share their perspectives and their experiences about difficult issues. Dialogue is not about judging or making decisions but about understanding and learning, it can help.

1. To expand voices
2. Reach common ground
3. Identify barriers to positive change.
4. Uncover innovative ideas.
5. Sustain ongoing discussions.
6. Stimulate action.

22. What is dyadic communication? What are different forms explain.

Ans. The term 'dyad' refers to a unit made up of two parts. Hence dyadic communication is the communication that involves only two people.

In sociology a dyad is a group of two people, the smallest possible social group. Dyadic communication is an interaction between the two. Even if in a situation more than two persons are present. It is only two communicators that play a fundamental role.

It is one of the commonest forms of oral communication. In this communication process, sender can immediately receive & evaluate feedback from the receiver so that it allows for more refining of the message.

The nature is as under -

1. Speech communication.
2. Continuous and immediate feedback.
3. Speaker listener roles are frequently altered.

23. What do you understand by soft skills?

Ans. Soft skills refer to a set of skills that determine how one interacts with others.

Examples of soft skills include effective communication, problem solving skills, leadership, team building, flexibility, personal energy, positive attitude, interpersonal skills as well as the willingness to team.

Soft skills are personal attributes that influence an individual's interactions, job performance and career prospects. Soft skills relate to a collection of personality traits, positive attributes, communication abilities and competencies.

Soft skills are usually associated with personality traits such as,

1. Optimism
2. Common sense.
3. Responsibility
4. Assure of humor
5. Integrity

Types of Soft Skills.

1. Verbal communication skills.
2. Body language.
3. Written communication skills.
4. Presentation skills.
5. Team work.
6. Professional ethics
7. Interpersonal skills
8. Time & stress management
9. Problem Solving skills.
10. Leadership Soft Skills.

24. What are the ways to improve vocabulary?

Vocabulary is the set of words one is familiar with in a language. It serves as a useful and fundamental tool for communication and acquiring knowledge.

There are a lot of good strategies for improving one's vocabulary which are discussed below.

1. Read.
2. Be a good listener
3. Use of dictionary
4. Practice the new hard words
5. Solve word puzzles.
6. Play word games.
7. Improve context skills
8. Watch English movies & Television shows
9. Write down the new words read or heard.
10. Learning the roots of words.

25. What do you mean by Language Games?

Ans. A language game can be defined as an organized activity

that usually has a particular task or objectives, a set of rules, competition between players & communication between players by spoken or written language.

The term language game refers to a language play phenomenon. The characteristics of language games can be listed as fun, rules, goals, outcome, and feedback. win states, conflict, problem solving interaction & story etc.

Objectives of Language games.

Games are a great way to learn all sorts of things about languages. Games are strong learning tools for foreign language students.

The main objectives of language games are the following.

1. To develop vocabulary skills
2. To distinguish different words & sounds.
3. To recognize letter shapes and sounds.
4. To enhance understanding of the community around.
5. To learn to follow oral directions.
6. To keep students to sustain the effort of learning.
7. To provide practice in all language skills.
8. To provide a welcome break from the usual routine of the language class.
9. To encourage students to interact & communicate.
10. To create a meaningful context for language use.

26. kinds of Conjunction.

There are only two kinds

- 1- Coordinating Conjunctions
- 2- Subordinating Conjunctions.

1. Coordinating Conj. joins two clauses of equal rank. Of the two clauses one will be the principal clause and another, a coordinating clause.

The conj. which makes the subordinate clause is the coordinating conj.

Exmples.

English & Computer are taught here.
Either take it or leave it.

There are 4 types.

1. Cumulative Conj. = These conj. merely add one statement or a fact to another.
and, not only, but also, both and as well as too now also not less than.

Exmp: not only she is intelligent but also beautiful.
Saying as well as his friend has come.

2. Alternative Conj. = These are used to express or offer a choice between two alternatives.
Either/or neither/nor/ otherwise/ else/ or
Exmp: Either you will go or your brother.
Walk quickly else you will miss the bus.

3. Adversative Conj. = This type of conj. expresses opposition or contrast between two statements.

There are = however/ whereas/ while/ only/ still/ yet/ but/ nevertheless.

Exmp: He is intelligent while his brother is dull.
She was angry but she kept quiet.

4. Relational Conj. = These conj. are used when one clause is an inference from or proof of another.

There are = Then/ For/ Therefore/ So.

Exmp: He is honest. Therefore, he is respected.
It is time to go, let us start then.

5. Implication of handling telephone calls.

Ans: Effective call handling skills improve relation with customers and therefore our business. Good call handling is a good conversation. Conversations with customers are important to increase customer satisfaction, cash flow, sales figures, to create opportunities and minimize complaints & customer frustrations.

Discuss the ways to develop good communication skills.

Ans: There are the steps to develop good communication skills.

- (a) Know what communication really is.
- (b) Have courage to express oneself.
- (c) Practice

Trust - Engaging the audience

- (a) make eye contact
- (b) use gestures
- (c) Send send mixed messages.
- (d) be aware of body language.
- (e) develop constructive attitudes and beliefs
- (f) develop effective listening skills.

28 = What are the ways to make the speech effective.
Effective speech is the one in which there are no distortions or disturbances. It is the life blood of a business organization.
The following are the ways to make the speech effective.

1. Know the audience
2. Preparation
3. Incorporate gestures
4. Be confident of yourself.
5. Get organized
6. Look presentable
7. Stay relaxed
8. Be prepared
9. Speak clearly
10. Proper tone
11. Be accurate
12. Pay attention to all details
13. Make it short
14. Audio visual
15. The closing

29.

What are the ways to prepare for professional interview?

Ans.

An interview is a face to face verbal exchange.

It plays an important part in two way communication. Here not only the interviewer learn a great deal about the interviewee but it also provides an opportunity for interviewee to give information about the organization and its objectives.

Interviews are vital to the functioning of modern organizations. The candidate seeking job must consider it as a project and prepare well for it.

1. Know yourself
2. Know your resume
3. Know job profile
4. Know the company
5. Know the venue of interview date & time
6. Know the basic salary ranges applicable.
7. Know presentable looks.
8. Know body language rarely lies & speaks loudly.
9. Know oral communication reflects ones personality.
10. Know answers to frequently asked questions in the interview.
11. Review & Practice
12. Be Punctual & patient. ✓