



INDIAN SCHOOL AL WADI AL KABIR

Class: IX	Department: Computer Science
WORKSHEET	INFORMATION TECHNOLOGY (402) Part A Unit 1 Communication Skills

Read the questions carefully and circle the letter(s) (a), (b), (c) or (d) that best answer(s) the question.

(Note: There can be more than one correct choice)

1. Which of the following is NOT an element of communication within the communication process cycle?

- (a) Channel
- (b) Receiver
- (c) Sender

(d) Time

2. You need to apply leave at work? Which method of communication will you use?

- (a) e-mail**
- (b) Poster
- (c) Newsletter
- (d) Blog

3. Which action is not used by sender to send the messages?

- (a) Gestures
- (b) Speaking
- (c) Reading**
- (d) Writing

4. Which of the following is an example of oral communication?

- (a) Newspapers
- (b) Letters
- (c) Phone call**
- (d) e-mail

5. What are the types of words we should use for verbal communication?

- (a) Acronyms
- (b) Simple**
- (c) Technical
- (d) Jargons

6. Why do we use e-mails?

- (a) To communicate with many people at the same time.**
- (b) To share documents and files.**
- (c) To talk to each other in real-time.
- (d) To keep a record of communication.

7. Which of these is a positive (good) facial expression?

- (a) Frowning while concentrating
- (b) Maintaining eye contact**
- (c) Smiling continuously
- (d) Rolling up your eyes

8. What does an upright (straight) body posture convey or show?

- (a) Pride
- (b) Professionalism
- (c) Confidence**
- (d) Humility

9. Which of these is NOT an appropriate non-verbal communication at work?

- (a) Keeping hands in pockets while talking**
- (b) Talking at moderate speed

- (c) Sitting straight
- (d) Tilting head a bit to listen

10. Put a X mark against the actions below which are examples of bad non-verbal communication.

- **Laughing during formal communication**
- **Scratching head**
- Smiling when speaking to a friend
- Nodding when you agree with something
- **Yawning while listening**
- Sitting straight
- Maintaining eye contact while speaking
- **Biting nails**
- Firm Handshake
- **Clenching jaws**
- **Looking away when someone is speaking to you**
- **Intense stare**

11. In which of the following, the underlined word is an adjective?

- (a) Radha has a red dress.
- (b) I can speak French.
- (c) The Girl on the Train is a best-seller.
- (d) **Abdul can swim fast.**

12. Which of these sentences is capitalised correctly?

- (a) Ravi and i are going to the movies.
- (b) Salim is visiting India in july.
- (c) The Tiger is a strong animal.
- (d) **She is arriving on Monday.**

13. Which of these sentences are punctuated correctly?

- (a) When is the party.
- (b) I had bread omelette and a Banana for breakfast
- (c) I am so excited about my first foreign trip!
- (d) **This is Abdul's notebook.**

14. In which of these sentences can you find an adverb?

- (a) **Divya drinks milk every day.**
- (b) Sanjay gifted me a new pen.
- (c) I opened the door lock.
- (d) Sita is 5-feet tall.

15. Which of these sentences is in active voice?

- a) A movie is being watched by them.
- b) The car was repaired by Raju.
- c) **He is reading a book.**
- d) The thief was being chased by a policeman.

16. Body language adds more effectiveness to the communication in face-to-face meetings.

- a) **True**
- b) False
- c) Can't say
- d) None

17. _____ are a group of words that work together to communicate an element of speech.

Ans: Phrases

Subjective Type questions

18. What is Communication?

The act of giving, receiving, and sharing information is known as communication. Signs and signals provide information. Communication can take the form of speaking, writing, or any other medium. The word 'Communication' comes from the Latin word *communicare*, which means 'to share'.

19. Write two sentences of each type of sentence — statement, question, exclamatory and order.

The two sentences of each type of sentence are:

Statement

- 1) Blue is my favourite colour.
- 2) The farewell party begins in two hours.

Question

- 1) Do you want tea or coffee?
- 2) Is it raining?

Exclamatory

- 1) This is the best day of my life!
- 2) Oh, my goodness, we won!

Order

- 1) Please lower your voice.
- 2) Respond immediately.

20. Draw any five common signs used for Visual Communication. Explain what each conveys and where did you see it?

No parking zone		No entry	
Danger warning		Radiation/biohazard warning	
Under CCTV surveillance		No mobile phone	

21. What is effective communication?

There are 7 C's effective communication which are applicable for both written as well as oral communication. These are as follows –

- a. Clear – Always say clearly, what you want to say.
- b. Concise – Always use simple language and say only what is required.
- c. Concrete – Always use proper words and phrases in the sentences.
- d. Correct – Always use correct spelling and grammar in the sentences.
- e. Coherent – Your word should be related to the main topic and your word should make sense.
- f. Complete – Your message should be complete and have all the needed information.
- g. Courteous – Be honest, respectful and friendly with others.

22. What are the advantage of written communication

- The major advantages of written communication are listed below:
1. A Permanent Record:
 - A written communication helps to maintain a permanent record of the information exchanged or shared.
 2. Meticulous Presentation:

- As a written document is a permanent record, people are very cautious to fulfil all the writing requisites to make the writing perceivable at the other end. Thus, every document curated covers all major information pointers necessary to be communicated.

3. Easy Circulation:

- A written document can easily be circulated in an organisation, unlike the oral communication medium. Thus, this attribute of written communication comes handy in equipping the masses with the necessary information.

4. Suitable for Statistical Data:

- Statistical charts and figures are difficult to be interpreted verbally, thus, circulating a document allow people to examine such intrinsic detail with ease.

5. Promotes Goodwill:

- When conducting business, a well-crafted written document speaks volumes about the competence of a particular organization. Therefore, written communication helps to promote goodwill if performed wisely.

23. What are the disadvantage of written communication?

- The main disadvantages encountered are:
 1. Time Consuming:
 - In order to craft an impeccable piece of document, one has to invest an ample amount of time which is indeed difficult in constrained timelines.
 2. Non-flexible:
 - A written document cannot be altered once circulated. This makes written communication non-flexible as every written word is concrete and final
 3. No Scope for Clarification:
 - If the document is not curated keeping the less informed person's mind-set in check, the details cannot be perceived by such people via the formulated written document.
 4. Demands Writing Proficiency:
 - In order to deliver the message adequately across the other end, one should have competencies in the writing sector.
 5. Probability of Wrong Interpretation:
 - If there are complex words or difficult sentences included in the writing document, one may interpret a wrong/no meaning out of it. Thus, in order to use written communication, one should make use of easy language.

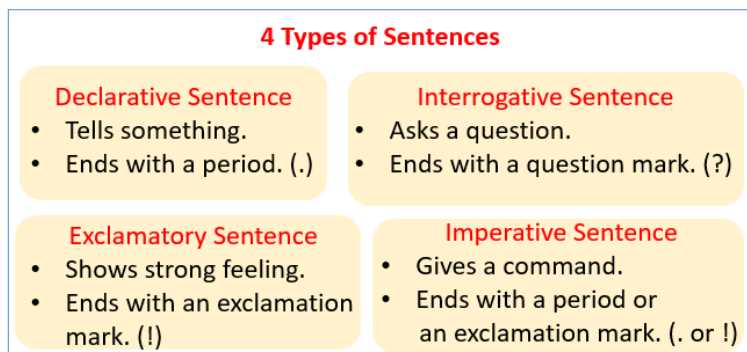
24. What are the Factors affecting perspectives in communication?

1. Visual perception: Visual perception is the ability to see and interpret (analyse and give meaning to) the visual information that surrounds us.
2. Language -The different perspectives we experience can be with language as well.
3. Past Experiences
4. Prejudices: Prejudices occur when we take an isolated experience with one 'type' of person and then act as if all encounters in the future with people of the same 'type' or with the same characteristics will result in the same experience
5. Feelings: There are actually two ways in which your feelings can influence your communication with another person. The first simply refers to the way that you feel on a given day; if you feel well, you'll communicate in one way and if you feel ill you'll communicate in another way. The second aspect related to feelings refers to how you feel about a specific person.
6. Environment: The last area of influence on communication is your environment. All of us communicate differently in different environments

25. Define a sentence. What are the Kinds of sentences (according to their purpose)?

- Sentence: A set of words that is complete in itself, typically containing a subject and predicate, conveying a statement, question, exclamation, or command, and consisting of a main clause and sometimes one or more subordinate clauses.

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26. What are the advantages of Verbal Communication?

1. It saves time: The verbal form of communication gives you this facility to quickly send intended message thus saving you time.
2. It saves you money: No requirement of paper or designing a flyer etc
3. Feedback quickness:
 - The distinct advantage of verbal communication is in the fact that the receiver can ask and clarifies his doubt on the spot without any delay. The sender can get quick feedback as to whether his intended message is received in its intended form or not and can clarify the receiver, in the case of any doubt.
4. Most convenient method: Verbal communication is the most widely adopted means of communication globally. People prefer more of verbal communication due to the convenience factor. While communicating verbally, you are more likely to convey matter simply in plain understandable language which is widely preferred
5. Ease of preparation: Oral communication is the easiest way of communication as it does not require preparation of any material.

27. What are the advantages of non- Verbal Communication?

1. Complementary: Non-verbal cues complement a verbal message by adding to its meaning.
2. Complementary: Non-verbal cues complement a verbal message by adding to its meaning.
3. Easy presentation: Information can be easily presented in non-verbal communication through using visual, audio-visual and silent means of non-verbal communication.
4. Substituting: Non-verbal messages may substitute for the verbal message especially if it is blocked by noise, interruption, long-distance, language barrier etc. for example; gestures-finger to lips to indicate need for quiet, facial expressions- a nod instead of a yes.
5. Reducing wastage of time: The message of non-verbal communication reached the receiver very fast. For this reason, Non-verbal cues of communication like sign and symbol can also communicate some messages very quickly than written or oral messages.