



INDIAN SCHOOL AL WADI AL KABIR

Class: IX	Employability Skills
WORKSHEET	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)

- Which of the following is NOT an element of communication within the communication process cycle?
(a) Channel
(b) Receiver
(c) Sender
(d) Time
- You need to apply leave at work? Which method of communication will you use?
(a) e-mail
(b) Poster
(c) Newsletter
(d) Blog
- Which action is not used by sender to send the messages?
(a) Gestures
(b) Speaking
(c) Reading
(d) Writing
- Which of the following is an example of oral communication?
(a) Newspapers
(b) Letters
(c) Phone call
(d) e-mail
- What are the types of words we should use for verbal communication?
(a) Acronyms
(b) Simple
(c) Technical
(d) Jargons
- 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.
- 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
- What does an upright (straight) body posture convey or show?
(a) Pride
(b) Professionalism
(c) Confidence
(d) Humility
- 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?



21. What is 7Cs of 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 Factors affecting perspectives in communication?

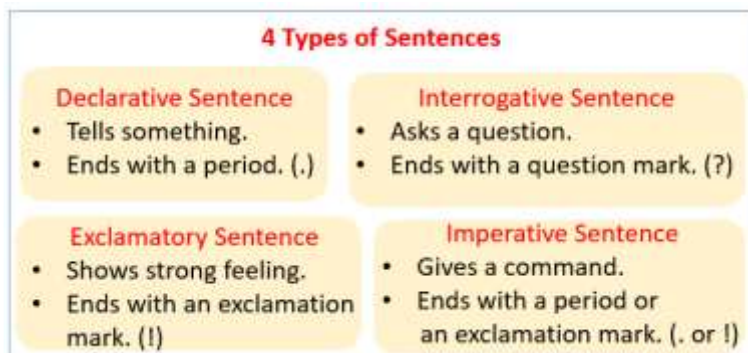
1. Visual perception: Visual perception is the ability to see and interpret (analyse and give meaning to) the visual information that surrounds us.
2. Language -The different perspectives we experience can be with language as well.
3. Past Experiences
4. Prejudices: Prejudices occur when we take an isolated 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

23. 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.



24. 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.

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

The most common disadvantage of verbal communication is the cultural differences between the sender and receiver of the information. These differences may be due to the use of different languages, inability to understand the colloquial phrases used by the other individual, and the accent. Since verbal communication depends on words, sometimes the meanings become confusing and difficult to understand if the right words are not used.

26. Describe 3Ps of Public Speaking and what is its advantage?

Speaking in front of a large group makes most people nervous. We can use the 3Ps (Prepare, Practice, Perform) method to get over your fears, and become a confident and effective speaker

Prepare

- Think about your topic
- Think about what your listeners need to know about the topic
- Think about the best way to make your listeners understand your topic
- Write what you plan to say

Practice

- Practice by yourself first, talk in front of a mirror
- Talk in front of your family and friends and ask them what they think
- Speak clearly, loudly and at the right speed (not very fast nor very slow)

Perform

- Take a few deep breaths if you are feeling nervous
- Think about what you have prepared and start speaking confidently