

- Q1 – What are the characteristics of effective communication? (may 2018)
- Q2 – What is diagonal communication?(May 2018)
- Q3 – what are the main steps of the process of communication?(2018)
- Q4 – Define visual communication?(May 2018)
- Q5 – What are the barrier of communication?(May 2018)
- Q6 - Describe the term "paralanguage", a mode of communication.(Nov 2018)
- Q7 - Discuss "Cultural barrier in communication?(Nov 2019)
- Q8 - What do you mean by (A) Vertical and (B) Horizontal formal communication? (Nov 2018)
- Q9 - How do Technology barriers effects communication? Explain. (Nov 2018)
- Q10 - Non-verbal is also one of the Broad Categories of Communication? Explain (Nov 2018)
- Q11 - Define V~1-tical & Chain Network under network in communication? (May 2019)
- Q12 - Discuss the "Gender Barrier" in communication. (May 2019)
- Q13 - What do you mean by Informal Communication? (May 2019)
- Q14 - "The listener has to be objective, practical and control his emotions" Explain with reference to importance of listening in communication? (May 2019)
- Q15 - Discuss the process of communication. (Nov 2019)
- Q16 - Discuss the term "Virtual Communication" in communication. (Nov 2019)
- Q17 -What do you mean by an "Attitude Barrier"?(Nov 2019)
- Q 18 - Define the areas where chain network of communication is found in an organization.(Nov 2020)
- Q19 - Body language speaks the truth while speaker may play with words to hide the truth, comment?(Nov 2020)
- Q 20 - Encoding the matter is an important element of communication, comments? (Nov 2020)
- Q21 - Explain how listening for Understanding helps in communication. (Nov 2020)
- Q22 - Explain Wheel & Spoke network in communication. (Nov 2020)
- Q23 - Emotional barriers affect communication, discuss. (Jan 2021)
- Q24 - Define circuit and star network under network in communication. (Jan 2021)

Q25 - Discuss the term "physical non-verbal communication" In communication. (Jan 2021)

Q26 - How do organizational structure barriers affect communication? (Jan 2021)

Q27 - What do you mean by diagonal communication?

Q28 - what do you understand by completeness in communication?(MTP)

Q29 – Completeness is an important characteristic of effective communication? (2021)

Q30 – What is informal communication ?( 2021)

Q33 – State the common network used in communication? (2021)

Q34 – Write about the cultural barrier in communication ?(2021)

Q35 – explain horizontal communication? (2021)

**Ans 1 - Characteristics of effective communication**

1. Clear: Any spoken or written communication should state the purpose of message clearly.
2. Concise: Brevity is the essence of business communication.
3. Concrete: The content of your communiqué should be tangible. Base it on facts and figures.
4. Coherent: Coherence is sequentially organized and logically presented information which is easily understood.
5. Complete: A complete communication conveys all facts and information required by the recipient.
6. Courteous: Courtesy implies that the sender is polite, considerate, respectful, open and honest with the receiver.
7. Listening for Understanding: Focus on the individual and his agenda. A perceptive listener is able to provide information as per the needs of the client
8. Focus and Attention: Everyday work environment Paying attention to the pertinent details is imperative for effective communication.
9. Emotional Awareness and Control: Managing your own and others emotions and communicating keeping in mind the emotional state of others helps in smooth interaction and breakdown of the communication process.

**Ans 2 - Diagonal Communication.**

It is part of the formal communication section. It refers to the cross functional communication between different levels of employees in an organization. It is commonly found in large organization. Diagonal communication is recommended as it reduces the gaps between communication and encourages direct talks with the third party. For example a junior engineer directly reporting to the General Manager about the progress of a project

**Ans 3 - Steps in the process of communication**

- (i) The purpose or reason
- (ii) The content or message
- (iii) The medium used for conveying the message (internet, written text, speech etc)
- (iv) Transmitting the message
- (v) Messages are often misinterpreted due to external disturbances. These factors disrupt communication
- (vi) Receiving the message
- (vii) Deciphering/decoding the message

(viii) Interpreting and figuring out what the real message is

**Ans 4** - Visual communication Communication that happens through visual aids such as signs, graphic designs, colour, illustrations etc is visual communication. It is a powerful medium these days, especially for office presentations. Visuals can also include pie charts, graphs, or any other colourful representation. It adds value to the content and forms a major part of audio visual ppt's.

**Ans 5** - Four barriers to Effective communication (Pick any 4)

(1) Physical barriers: include noise, old technology, technical disturbances, distant locations, lack of appropriate infrastructure.

(2) Organizational structural barriers: Lack of a proper chain of command in office, gaps in the hierarchy creates problems in communication

(3) Language barriers: Language creates problems in communication. Difficult words, unclear jargon, different community having different languages

(4) Cultural barriers: Cultures have different customs and can lead to miscommunication.

(5) Emotional barriers: One of the chief barriers to open and free communications is the emotional barrier. Anger, fear of criticism or ridicule, mistrust of person, suspicion of intentions, jealousy, anxiety and many more feelings and sentiments we carry within us, affect our communication ability and quality. A person who is upset and disturbed cannot pass on or receive information appropriately and objectively. His emotions will colour his perception and assessment of the communication.

(6) Attitude barriers: Personal attitudes of employees can affect communication within the organization.

(7) Perception Barriers: Each one of us perceives the world differently and this causes problems in communicating.

(8) Physiological barriers: Ill health, poor eyesight, hearing difficulties or any other physiological problems can be hurdles in effective interaction with others.

(9) Technology barriers: Anyone who is not tech friendly struggles to communicate effectively via the medium.

(10) Gender barriers: Due to traditional mindsets, many men find it difficult to take orders from, or provide information to women.

**Answer6-** Paralanguage

It refers to the way you say something rather than the actual words used, the voice quality, intonation, pitch, stress, emotion and style of speaking communicates approval, interest or lack of it. Research estimates that tone accounts for 38 percent of communication

**Answer 7- Cultural barriers:**

Understanding cultural aspects of communication refers to having knowledge of different cultures in order to communicate effectively with cross culture people. Understanding various cultures in this era of globalization is an absolute necessity as the existence of cultural differences between people from various countries, regions tribes and, religions, where words and symbols may be interpreted differently can result in communication barriers and miscommunications. Multinational companies offer special courses and documents to familiarize their staff with the culture of the country where they are based for work

**Answer 8- Formal communication:** Formal communication, both oral and written, follows certain rules, principles and conventions in conveying the message. The hierarchy in the organization has to be followed. Formal format, style and language have to be used. The communication pattern can be vertical, horizontal or diagonal.

Vertical: Information can flow upwards or downwards in the organization. Data that is collected flows up to the top levels of management for review and decision making, while instructions and orders are passed down from the management/ seniors to the subordinates for implementation. Horizontal:

Horizontal communication that involves communication between two parts of the organization at the same level. For example, the managers of a project in a company may hold a regular daily, weekly or monthly meeting to discuss the progress of the project

**Answer 9 -** In the present world, communication modes are primarily technology driven. The communication technology is being constantly upgraded or new formats emerge ever so frequently. Anyone who is not abreast with these struggles to communicate effectively via the medium. An individual is swamped with huge amount of information every day in the form of emails, texts and social updates. Multitasking is the norm these days. The information overload and trying to accomplish too many things together can result in gaps in communication and miscommunications.

**Answer 10 - Nonverbal Communication:**

Nonverbal communication is the process of communicating by sending and receiving wordless messages. These messages can aid verbal communication, convey thoughts and feelings contrary to the spoken words or express ideas and emotions on their own. Some of the functions of nonverbal communication in humans are to complement and illustrate, to reinforce and emphasize, to replace and substitute, to control and regulate, and to contradict the denoted message

**Physical nonverbal communication:**

An individual's body language that is, facial expressions, stance, gestures, tone of voice, touch, and other physical signals constitute this type of communication. For example, leaning forward may mean friendliness, acceptance and interest, while crossing arms can be interpreted as antagonistic or defensive posture. Research estimates that physical, non-verbal communication accounts for 55 percent

of all communication. Smiles, frowns, pursing of lips, clenching of hands etc. transmit emotions which are not expressed through verbal communication.

**Paralanguage:**

The way you say something, more than the actual words used, reveal the intent of the message. The voice quality, intonation, pitch, stress, emotion, tone, and style of speaking, communicates approval, interest or the lack of it. Research estimates that tone of the voice accounts for 38 percent of all communications.

**Aesthetic communication:**

Artforms such as dancing, painting, sculptor, music are also means of communication. They distinctly convey the ideas and thoughts of the artist.

**Appearance:**

Appearance is usually the first thing noticed about a person. A well dressed and groomed person is presumed to be organized and methodical, whereas a sloppy or shabby person fails to make a favourable impression. Therefore, dressing appropriately in all formal interactions is emphasized. The dress code in office is generally formal. It constitutes of formal suits, trousers with plain white or light coloured shirts and leather shoes. Bright colours, jeans, T - shirts, especially with slogans and other informal wear are frowned upon. For women formal twopiece trouser or skirt sets or formal ethnic wear like sarees, is permissible.

Symbols such as religious, status, or ego-building symbols

**Answer 11 - Vertical and Chain Network** Vertical network:

**The vertical network** is a formal network. It is usually between a higher ranking employee and a subordinate. This is a two-way communication in which immediate feedback is possible.

**Chain Network:** The communication pattern that follows the chain of command from the senior to junior is called the chain network. Communication starts at the top, like from a CEO, and works its way down to the different levels of employees.

**Answer 12 - Gender barriers** may be defined as the communication gap created due to the different ways of inherent mindsets of men and women as given by nature. Men talk in linear, logical and compartmentalized manner whereas the women use both logic and emotion, and are more verbose. This may be cause of communication problem in an office where both men and women work side by side. Men can be held guilty of providing insufficient information, while women may be blamed for providing too much detail.

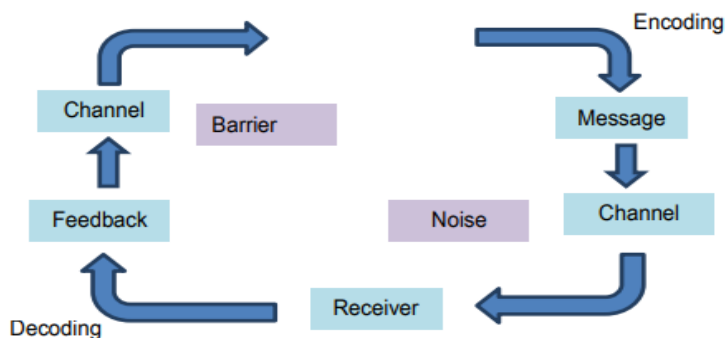
**Answer 13 - informal communication** is the casual, friendly and unofficial. It is spontaneous conversation and exchange of information between two or more persons without conforming to the

prescribed official rules, processes, systems, formalities, and chain of command. Informal communication is between family, friends, neighbours, members of community and other social relations that are based on common interests, tastes and dispositions. Information can flow from any source in any direction.

**Answer 14** - A good listener does not only listen to the spoken words, but observes carefully the nonverbal cues to understand the complete message. He absorbs the given information, processes it, understands its context and meaning and forms an accurate, reasoned, intelligent response. The listener has to be objective, practical and in control of his emotions. Often the understanding of a listener is coloured by his own emotions judgements, opinions, and reactions to what is being said.

**Answer 15 - The process of communication entails :**

1. The purpose or reason for the communication.
2. The framing of the content of the message
3. The medium used for conveying the message. (For example, internet, written text, speech, pictures, gestures and so on).
4. Transmitting the formulated message.
5. Messages are often misinterpreted due to external disturbances such as noise created by humans, traffic and natural forces. These factors can result in miscommunication.
6. Receiving the message.
7. Deciphering and making sense of the message. decode
8. Interpreting and figuring out what the receiver thinks is the real message.

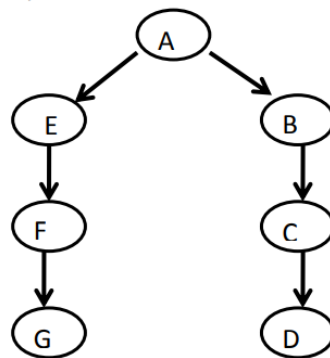


**Answer 16** - Visual communication through visual aids such as signs, typography, drawing, graphic design, illustration, color and other electronic resources usually reinforces written communication.

Sometimes, it may replace written communication altogether. Visual communication is powerful medium. It is the reason that the print and audio-visual media makes effective use of visuals to convey their message. Visuals like graphs, pie charts and other diagrammatic presentations convey clearly and concisely a great deal of information. They are an essential part of official presentations these days

**Answer 17** - Attitude barriers refer to personal attitudes of employees that can affect communication within the organization. A proactive, motivated worker will facilitate the communication process, whereas a dissatisfied, disgruntled, shy, introvert or lazy employee can delay, hesitate in taking the initiative, or refuse to communicate. essential part of official presentations these days Attitude problems can be addressed by good management, periodic training and regular interaction with staff members.

**Answer 18** - Communication pattern that follows the chain of command from the senior to the junior is called the chain network. Communication starts at the top, like from a CEO, and works its way down to the different levels of employees. The supervisor/ manager/ CEO gives commands or instructions to those working under him/her in the organization. B, C, D and E, F, G are the subordinates to A in the organizational hierarchy and receive commands from 'A' as shown in the diagram. The chain network often takes up time, and communication may not be clear.



Chain of Command

**Answer 19** - In most cases the body language comprising facial expressions, gesticulation and posture genuinely convey the speaker's intent which might not match with his speech. However, seasoned fraudsters and criminals can control their body language to match their words, hiding their true intent

**Answer 20**- Formal communication, both oral and written, follows certain rules, principles and conventions in conveying the message. The hierarchy in the organization has to be followed. Formal format, style and language have to be used. The communication pattern can be vertical, horizontal or diagonal.

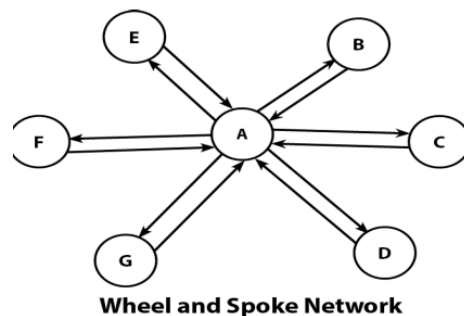
- Vertical: Information can flow upwards or downwards in the organization. Data that is collected flows up to the top levels of management for review and decision making, while instructions and orders are passed down from the management/ seniors to the subordinates for implementation.



- **Horizontal:** Horizontal communication that involves communication between two parts of the organization at the same level. For example, the managers of a project in a company may hold a regular daily, weekly or monthly meeting to discuss the progress of the project.
- **Diagonal:** Cross-functional communication between employees at different levels of the organizational hierarchy is described as diagonal communication. Diagonal communication is increasingly common in larger organizations. It reduces the chances of distortion or misinterpretation by encouraging direct communication between the relevant parties. For example, a junior engineer reports directly to the General Manager regarding the progress on the project.

**Answer 21** - Encoding is an important step in the process of communication as it converts/envelopes the message contents into a format/version that is amenable to be sent through the medium. It adds certain specific details to the message so that it can be easily sent across the medium and can be easily interpreted by the receiver at the other end of the medium. This step is built-in or rendered by the medium. For example for a message to be sent through an e-mail, it requires us to compose a message and then copy the contents of the message into the given interface. Without this step, the message cannot be sent. Likewise, if we want to send a message through postal service we need to enclose the message into an envelope with postal stamps in order to send it. In verbal communication, we add diction, tone, modulation, gestures and facial expressions to make the communication more effective.

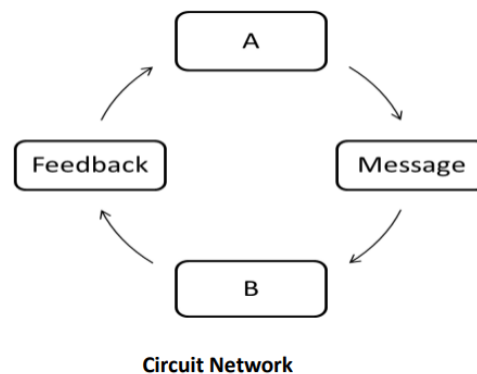
**Answer 22** - In Wheel and Spoke network in communication there is a single controlling authority who gives instructions and orders to all employees working under him/her. All employees get instructions directly from the leader and report back to him/her. It is direct and efficient for a small business/company, but an inappropriate way of communication in a large organization with many people. A company with many employees needs a complete hierarchy of decision makers. In a big organisation, this network will fail if the central figure is not competent listener is able to satisfy a customer and suggest solutions as per the needs of the client.



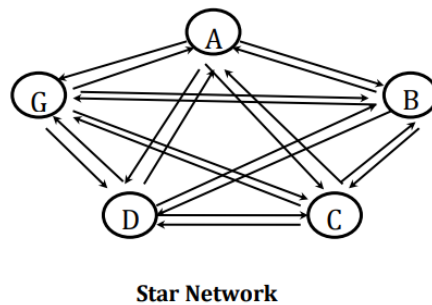
**Answer 23** - One of the chief barriers to open and free communications is the emotional barrier. Anger, fear of criticism or ridicule, mistrust of person, suspicion of intentions, jealousy, anxiety and many more feelings and sentiments we carry within us, affect our communication ability and quality. A person who

is upset and disturbed cannot pass on or receive information appropriately and objectively. His/her emotions will colour his perception and assessment of the communication.

**Answer 24 - Circuit Network:** When two persons communicate with each other sending messages and feedbacks, they form a communication circuit. Therefore, it is known as circuit network. The two people interacting can be colleagues placed at the same hierarchical level in the organization.



**Star Network:** The star network communication has multiple channels of communication open between all members. This network propagates group communication and is essential where teamwork is involved. The members communicate and exchange information with each other freely and without hindrance or hesitation.



**Answer 25 - Physical Non-verbal Communication** An individual's body language that is, facial expressions, stances, gestures, touches, and other physical signals constitute this type of communication. For example, leaning forward may mean friendliness, acceptance and interest, while crossing arms can be interpreted as antagonistic or defensive posture. Research estimates that physical, non-verbal communication accounts for 55 percent of all communication. Smiles, frowns, pursing of lips, clenching of hands etc. transmit emotions which are not expressed through verbal communication.

**Answer 26 -** Communication problems occur when the systems, structures and processes in the organization are not clear or have gaps in them. If the chain of command is unclear, a person may not

know whom to contact for a particular issue. Inappropriate information transmission systems, lack of supervision, and unclear role and responsibility demarcations lead to confusion and inefficiency.

**Answer 27** - Cross-functional communication between employees at different levels of the organizational hierarchy is described as diagonal communication. Diagonal communication is increasingly common in larger organizations. It reduces the chances of distortion or misinterpretation by encouraging direct communication between the relevant parties. For example, a junior engineer reports directly to the General Manager regarding the progress on the project.

**Answer 29** – a complete communication conveys all facts and information required by the receptionist. It keeps in mind the receiver's intellect and attitude and convey the message accordingly. It helps in building the reputation of the company, aids in better decision-making as all relevant and required information is available with the receiver.