

8. a. Content b. Process c. Context d. All of these

9. refers to the situation or environment in which the message is delivered.

- a. Content b. Process c. Context d. All of these

10. refers to communication that is believable and credible, in order to create trust between the communicators.

- a. Concreteness b. Conciseness c. Completeness d. All of these

B. Fill in the Blanks:

1. Even if you disagree with the receiver, it is essential for you to understand and respect his
2. refers to the language that has been used in the message.
3. We often subconsciously trust the accuracy of behaviours more than verbal expressions.
4. To be coherent, all sentences in written communication should be and be relevant to the main topic.

5. Usually in formal communication, the sender is also required to convey what needs to be taken by the receiver as a result of the conversation.
6. One must be sensitive to the of the receiver, especially when communicating with people from different ethnicities.
7. Effective communication skills increase our because we can deliver our message confidently.
8. The message will be easily understood by the receiver if the of communication is clear.
9. For effective communication, it is essential to listen to others patiently and understand their
10. Effective communication allows the people involved to build trust and remove any emotions.

ANSWERS

A. Multiple Choice Questions

- | | | | | | | | | | |
|------|------|------|------|------|------|------|------|------|-------|
| 1. c | 2. a | 3. c | 4. d | 5. d | 6. b | 7. d | 8. d | 9. c | 10. a |
|------|------|------|------|------|------|------|------|------|-------|

B. Fill in the Blanks

- | | | | | |
|---------------------------|-----------------|---------------|----------------|--------------|
| 1. Point of view | 2. Content | 3. Non-verbal | 4. Connected | 5. Action |
| 6. Culture and background | 7. Self-Respect | 8. Purpose | 9. Perspective | 10. Negative |

C. Answer the Following Questions-(SOLVED)

1. What is meant by effective communication?