

## Review Questions for Class X on Information Technology from “Communication Skills”

### Session

1. Define the following terms:  
a> Effective Communication b> Phrases c> Article Writing d> Paragraph
2. “Encoding”, “Decoding” and “Feedback” are the three elements of communication cycle. What does each one of them refer to?
3. What do you mean by **Communication Barriers**? List some communication barriers with a practical example for each.
4. With an example for each, explain about any four types of phrases. Also write one another sentence, which contains at least two types of phrases.
5. Write any four practical ideas for **dealing with attitudinal barriers to communication** so that all of your exchanges **as a small business owner or part of a team in an office** are productive.
6. With respect to the following tips, write the type of communication barrier for each:
  - a> Use of such expressions, words, formats and other jargon, which is not understood by the other person.
  - b> Separate people from each other and mark territories.
  - c> Misunderstanding created due to ethnic, cultural and religious differences.
  - d> Misunderstanding created because people involved in communication tend to interpret the topic of communication in their own point of view or ideologies.
  - e> Misunderstanding cause in communication because of the use of abbreviations.
  - f> Not stating instructions clearly is an example of.....
7. List the two learning objectives of “Effective Communicaiton”.
8. List all C’s of “Effective Communication”.