

English communication B.A. 2nd Semester

Question

1. What is phonology?

Ans. Phonology is the study of sound pattern and organization of languages.

2. Writing a letter is a verbal communication (true or false)

Ans. True.

3. Speaking something to anybody is a **verbal** communication.

4. Mention four instances of verbal communication.

Ans. The two examples of verbal communication are (a) Phone calls, (b) e-mails, (c) face-to-face conversation, and (d) presentation.

5. What is oral communication?

Ans. Oral communication is the process to communicate one's ideas through spoken words.

Oral communication is the process of conveying information or ideas through spoken words. It includes both verbal and nonverbal cues like tone of voice, gestures, and body language. It can be informal, like face-to-face conversations or phone calls, or formal, like presentations or speeches. Oral communication is a fundamental aspect of human interaction, allowing for immediate feedback and nuanced expression.

What are the key aspects of verbal communication?

Ans. The key aspects of oral communication are mentioned below:

- i. Verbal and non-verbal communication:

Oral communication involves not only the words spoken but also the way they are spoken, including tone, pace, and volume, as well as nonverbal cues like gestures and body language.

- ii. **Immediate Feedback:**

Oral communication allows for immediate feedback and interaction, making it a dynamic process where individuals can adjust their message based on the audience's response.

- iii. **Formal and Informal:**

It encompasses a wide range of contexts, from informal conversations to formal presentations, speeches, and meetings.

- iv. **Importance of Listening:**

Effective oral communication also requires active listening skills, where individuals pay attention to what others are saying and provide appropriate feedback.

- v. **Evolution of Technology:**

Technology has expanded the possibilities of oral communication, including video conferencing, podcasts, and VoIP platforms. What are the examples of communication?

Ans. **Examples:**

Face-to-face conversations, phone calls, speeches, presentations, discussions, radio, television, video conferencing, and podcasts are all examples of oral communication.

Q. Give examples of informal oral communication?

Ans. Examples of informal oral communication include: Face-to-face conversations, telephone conversations.

Q. What are the 4 types of verbal communication?

Ans.

- i. Interpersonal: One-to-one communication takes place when individuals exchange information, such as ideas or opinions, in words.
- ii. Intrapersonal: Intrapersonal communication is communication that occurs internally.
- iii. Small group communication.
- iv. Public communication.

Question: What is the formal communication?

Ans. Formal communication is the structured and official exchange of information within an organization, following predefined channels, formats, and protocols. It typically involves written documents like memos, reports, and business letters, as well as meetings and presentations. Formal communication ensures consistency, professionalism, and a clear chain of command.

Question. Describe the characteristics of formal communication?

Ans. Key characteristics of formal communication are mentioned below:

- **Structured and Official:**

It follows established rules, policies, and protocols within an organization.

- **Written or Documented:**

Formal communication often takes the form of written documents, reports, or official emails.

- **Official Channels:**

It uses designated communication channels established by the organization, such as email platforms or specific meeting formats.

- **Professional Tone and Language:**

Formal communication maintains a professional tone and uses precise language to ensure clarity and avoid misunderstandings.

- **Hierarchical Structure:**

It typically follows a hierarchical structure, with information flowing through established levels of authority, from superiors to subordinates or across different departments.

Question: Give examples of formal communication.

Ans. Examples of formal communication are memos and reports, Business letters and formal emails, Official presentations and meetings, and Company policies and procedures.

Question: What role does sympathy play in effective communication?

Ans. Sympathy's role in communication is mentioned below:

- **Expressing concern:**

Sympathy can demonstrate that you care about someone's situation and are willing to offer support.

- **Offering comfort:**

It can help someone feel understood and cared for, especially when they are experiencing difficult emotions.

- **Building rapport:**

In some cases, expressing sympathy can help build trust and rapport with others.

Q. Difference between sympathy and empathy.

Ans. Sympathy acknowledges another person's feelings. It primarily involves feeling sorry for them. It may not fully engage with their perspective or emotional experience. Empathy, On the other hand, empathy involves understanding and sharing another person's feelings, leading to more meaningful and effective communication.

Q. Difference between formal and informal communication?

Ans. Formal communication is official setting. It involves workplaces, organizations, and legal matters.

On the other hand, Informal communication is used in casual or personal settings, such as conversations with friends or family.