



## INDIAN SCHOOL AL WADI AL KABIR

<b>Class: XI</b>	<b>Topic: UNIT 1 – COMMUNICATION SKILLS</b>	<b>Department: COMMERCE</b>
<b>WORKSHEET</b>		

### I. FILL IN THE BLANKS:

1. The word ‘communication’ comes from the Latin word *commūnicāre*, meaning **‘to share’**.
2. Communication skills are needed to **Inform**, **Influence** and **Express feelings**.
3. **Communication** is a two-way process of sharing information.
4. **Article writing** is the process of creating a non-fiction text about current or recent news, items of general interest or specific topics.
5. There are different methods of communication — **non-verbal, verbal** and **visual**.

### II. Match the following:

#### Column A

#### Communication Barriers

1. Language
2. Emotional
3. Environmental
4. Cultural

#### Column B

#### Examples

- A. Taking an official call on your mobile where the mobile phone reception is poor
- B. Hugging a person in a foreign country where such an act is rude and disrespectful
- C. Talking in Hindi when others know only German
- D. Teacher is too angry and is not willing to accept any reason from a student who is late for an examination

### **III. Answer the following questions:**

1. Write down the seven factors affecting perspectives in communication. Provide examples, explaining how each factor affects communication.
2. Write down the different types of verbal communication with examples of each.
3. Draw any two common signs used for visual communication.
4. List 3 – 4 examples of effective communication styles that you have seen your family, friends and teachers generally use.
5. Write one sentence of each type — statement, question, exclamatory and order.
6. Which is your favourite festival? Write two paragraphs about your favourite festival.
7. Each paragraph should have a minimum of four sentences. Make sure you follow all the rules about sentences and paragraphs you have learnt.

**ALL THE BEST...!**