1.8 ANSWER TO CHECK YOUR PROGRESS

Ans to Q No1 : Communication is a natural and cyclical process where an individual transmits an information, knowledge, signals thought or an idea (written words, non-verbal/ gestures, spoken words) with oneself or with others. It is a mechanism where we use to establish and modify relationships. According to Oxford dictionary, 'communication is the activity or the process of expressing ideas and feelings or of giving people information.'

Ans to Q No2 : The word 'communication' is derived from the Latin word 'communicare' or 'communico' which means 'to share'.

Ans to Q No1 : The two important kind of communication are formal communication and informal communication. Formal communication is a form of communication which takes place in a systematic and through pre-defined channels. On the other hand, informal communication deals with the communication with close members, that is, family, friends, etc. It takes place through informal groups existing within or outside a formal structure. Formal communication example- between employees through 'feedback and suggestions', clarifications and grievances, etc.

Informal communication example- Discussing about holiday trip, or about latest movie on social issues, etc.

1.9 MODEL QUESTIONS

Short Questions (Answer each question within 150 words)

Q.1. Differentiate between formal and informal communication.

Q.2. Differentiate between verbal and non-verbal communication.

Long Questions (Answer each question within 300-500 words)

Q.1. Explain the concept written of communication.

Q.2. What are the different types of communication and how they are useful in society?