

Comprehensive Notes On

Unit 1: Communication Skills

Class X - Employability Skills

Contents

1	Introduction to Communication	2
1.1	What is Communication?	2
1.2	Importance of Communication	2
1.3	The Communication Cycle	2
2	Perspectives and Barriers in Communication	3
3	Effective Communication: The 7 Cs	4
4	Methods of Communication	4
4.1	Verbal Communication	4
4.2	Non-Verbal Communication	4
4.3	Visual Communication	5
5	The Importance of Feedback	5
6	Pronunciation Basics	5
6.1	Phonetics and Sounds	5
7	Greetings and Introductions	6
8	Asking Questions: The 5W+1H Method	6
9	Writing Skills: Parts of Speech & Sentences	6
9.1	Sentences, Punctuation and Capitalisation	6
9.2	Parts and Types of Sentences	7
10	Comprehensive Question Bank	8
10.1	Multiple Choice Questions (MCQs)	8
10.2	Assertion-Reasoning Questions	10
10.3	One-Word / Brief Answer Questions	10
10.4	Differentiate Between	11
10.5	Short Answer Questions	12
10.6	Long Answer Questions	13
10.7	Case-Study / Competency-Based Questions	15

1 Introduction to Communication

1.1 What is Communication?

What It Is: The word 'communication' originates from the Latin word *communicare*, meaning 'to share'. It is the act of sharing information, ideas, thoughts, and feelings between two or more individuals to reach a common understanding.

Why It Matters: It is a fundamental skill that helps us connect with others, build relationships, and function effectively in all aspects of life, from personal friendships to professional success.

How It Works / Analogy: Think of it like a Wi-Fi connection. If both the router (sender) and the phone (receiver) aren't speaking the same protocol, the connection fails. You need both to be in sync to stream your favorite show (share ideas).

1.2 Importance of Communication

Effective communication is essential for:

- **📢 To Inform:** Sharing information, facts, or news with others (e.g., a teacher explaining a new chapter).
- **🗣️ To Influence:** Persuading others to adopt a certain point of view (e.g., a team captain motivating players).
- **😊 To Express Feelings:** Sharing our emotions and joys in a healthy way.

💡 The Core Goal

Effective communication is not just about talking; it's about being understood and understanding others. If the other person didn't get what you meant, communication didn't happen!

1.3 The Communication Cycle

What It Is: A dynamic, two-way process consisting of multiple elements that ensure a message is effectively passed from a sender to a receiver.

Why It Matters: Knowing the cycle helps you figure out exactly where a misunderstanding happened. Was it a bad channel (like a laggy video call) or bad decoding (they misunderstood your slang)?

How It Works / Analogy: It's like sending a package via courier. You pack it (encode), the courier truck drives it (channel), your friend opens it (decode), and texts you "Got it!" (feedback).

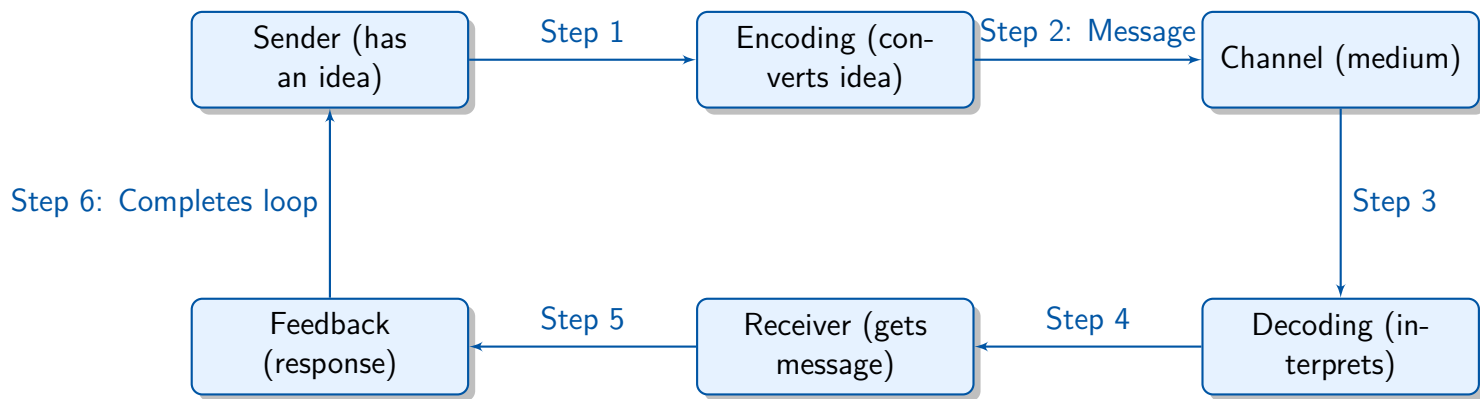


Figure 1: The Communication Cycle

- **Sender:** Initiates the communication.
- **Message:** The actual information.
- **Encoding:** Converting thoughts into a communicable format (words, emojis, etc.).
- **Channel:** The medium (WhatsApp, face-to-face, email).
- **Receiver:** The intended target.
- **Decoding:** Interpreting the message.
- **Feedback:** The reaction/response.

2 Perspectives and Barriers in Communication

What It Is: Perspectives are our unique viewpoints (बिंदुसमूह or Drishtikon), shaped by our experiences. Barriers are obstacles that distort messages based on these differing perspectives.

Why It Matters: If you don't know the barriers, you'll constantly wonder why people misunderstand you.

How It Works / Analogy: Think of it as wearing colored sunglasses. If you wear red glasses and your friend wears blue, you'll argue over the color of a white wall.

Table 1: Common Barriers to Effective Communication

Barrier Type	Explanation and Example
Physical Barriers	Environmental/natural conditions (e.g., laggy internet during a game, loud construction noise).
Linguistic Barriers	Language differences. Using Gen-Z slang ("no cap", "bet") with your grandparents!
Interpersonal Barriers	Relationship issues (e.g., stage fright, lack of trust, fear of a strict teacher).
Organisational Barriers	Hierarchy issues (e.g., strict school rules preventing a student from talking to the principal).
Cultural Barriers	Differing customs. (e.g., eye contact is respectful in the West, but can be disrespectful to elders in some Asian cultures).

3 Effective Communication: The 7 Cs

What It Is: Seven principles starting with 'C' that guarantee your message hits the mark.

Why It Matters: Following these ensures you sound professional, smart, and get things done without endless back-and-forth texts.

How It Works / Analogy: It's a checklist before you hit 'send' on a risky text.

-  **Clear:** Goal is obvious. No ambiguity.
-  **Concise:** Short and sweet. No filler words.
-  **Concrete:** Specific with facts, not vague.
-  **Correct:** Good grammar and accurate info.
-  **Coherent:** Logical flow; makes sense together.
-  **Complete:** Has all the info needed to take action.
-  **Courteous:** Polite and respectful.

Rule / Guideline

Whenever writing a formal email to a teacher or boss, double-check it against the 7 Cs before hitting send!

4 Methods of Communication

4.1 Verbal Communication

What It Is: Using words to share information (Spoken or Written).

Why It Matters: It's our primary way of transferring complex, detailed information.

- **Oral/Spoken:** Face-to-face, phone calls. (Fast, instant feedback).
- **Written:** Emails, SMS, books. (Leaves a record, but lacks tone).

Warning

Once spoken or sent, words cannot be taken back! Think before you speak or text.

4.2 Non-Verbal Communication

What It Is: Communicating without words. About 93% of communication is non-verbal!

Why It Matters: Your body language often reveals your true feelings, even if your words say otherwise.

How It Works / Analogy: When you say "I'm fine" but your arms are crossed and you are glaring, your non-verbal cues are screaming "I'M MAD!"

Table 2: Types of Non-Verbal Communication

Type	Description and Effective Use
Facial Expressions	The face conveys huge emotion. <i>Use:</i> Smile when greeting.
Posture	How you sit/stand. <i>Use:</i> Stand straight to show confidence.
Gestures	Hand/head movements. <i>Use:</i> Open palms, avoid pointing.
Touch	Physical contact. <i>Use:</i> Firm professional handshake.
Space (Proxemics)	Physical distance. <i>Use:</i> Maintain arm's length formally.
Eye Contact	Shows interest. <i>Use:</i> Look directly, but don't stare creepily.
Paralanguage	Tone, speed, volume. <i>Use:</i> Moderate speed and volume.

4.3 Visual Communication

What It Is: Using images, signs, and graphs.

Why It Matters: Transcends language barriers. A red octagon means STOP anywhere in the world.

5 The Importance of Feedback

What It Is: The response the receiver gives back to the sender.

Why It Matters: It validates listening, motivates, boosts learning, and improves performance. Without it, you are just talking to a brick wall.

💡 Characteristics of Good Feedback

Good feedback is **Specific** (not vague), **Timely** (given quickly), **Polite**, and **Supportive**.

Table 3: Types of Feedback

Type	Example
Positive Feedback	Reinforces good performance. "Great job on the presentation layout!"
Constructive Criticism	Aims to improve. "Your voice was great, but try speaking a bit slower."
No Feedback	Silence. Often indicates disagreement or lack of interest.

6 Pronunciation Basics

What It Is: Pronunciation (उच्चारण or Uccharan) is making the correct sounds of a word.

Why It Matters: English is tricky; spelling doesn't always match sound. Bad pronunciation leads to massive confusion.

6.1 Phonetics and Sounds

Phonetics is the study of sounds.

- **Vowels:** a, e, i, o, u (create ~12 sounds).

- **Consonants:** Non-vowel sounds.
- **Diphthongs:** Combination of two vowels (e.g., 'ou' in house).

Table 4: Examples of Vowel and Diphthong Sounds

long 'ee'	short 'i'	short 'u'	long 'oo'
Sleep સલૈપઅ	Slip સલિપઅ	Book બુકઅ	Boot બૂઠઅ
Keep કૈપઅ	Dip ષિપઅ	Put પુઠઅ	Group ગરૂપઅ
'ea' (near)	'ae' (late)	'oa' (boat)	'ou' (mouth)
Near નૈયઅરઅ	Late લૅથઅ	Boat બોથઅ	Mouth માઉઠઅ
Deer ષૈયઅરઅ	Cake કૅકઅ	Loan લોનઅ	Cow કાઉ

7 Greetings and Introductions

What It Is: Polite words to start a conversation or meet people.

Why It Matters: First impressions count!

- **Formal:** "Good morning, how are you?" (For teachers, elders).
- **Informal:** "Hey, what's up?" (For friends).

8 Asking Questions: The 5W+1H Method

To get complete info, use: **Who?** (people), **What?** (things/actions), **When?** (time), **Where?** (place), **Why?** (reason), **How?** (method).

- **Close-ended:** Answered with Yes/No. "Are you hungry?"
- **Open-ended:** Requires detail. "What do you want to eat?"

9 Writing Skills: Parts of Speech & Sentences

9.1 Sentences, Punctuation and Capitalisation

- **Sentence:** Complete thought with subject and verb.
- **Phrase:** Incomplete thought (e.g., "in the garden").
- **Capitalisation (MINTS):** Months, I (pronoun), Names, Titles, Start of sentence.

Table 5: Parts of Speech

Part of Speech	Function	Example
Noun	Person, place, thing, idea.	<i>Delhi</i> is a <i>city</i> .
Pronoun	Replaces noun.	<i>She</i> is smart.
Verb	Action or state.	They <i>play</i> .
Adjective	Describes noun.	A <i>beautiful</i> day.
Adverb	Modifies verb/adj/adverb.	Runs <i>quickly</i> .
Article	Before nouns.	<i>A, an, the</i> .
Conjunction	Joins words/sentences.	Tea <i>and</i> coffee.
Preposition	Shows relationship (location).	<i>On</i> the table.
Interjection	Strong emotion.	<i>Wow!</i>

9.2 Parts and Types of Sentences

- **Subject:** Who performs action. **Verb:** Action. **Object:** Receives action.
- **Active Voice:** Subject performs action. ("The cat chased the mouse.")
- **Passive Voice:** Subject receives action. ("The mouse was chased by the cat.")
- **Types:**
 - **Declarative:** Statement (.)
 - **Interrogative:** Question (?)
 - **Exclamatory:** Emotion (!)
 - **Imperative:** Command/Request (./!)

10 Comprehensive Question Bank

10.1 Multiple Choice Questions (MCQs)

1. The Latin word 'communicare' means:

- (A) To speak (B) To share (C) To listen (D) To write

Answer: (B) To share. *Explanation:* The root word of communication is communicate, meaning to share ideas, thoughts, and feelings.

2. Which of the following is NOT an element of the communication cycle?

- (A) Sender (B) Channel (C) Greeting (D) Feedback

Answer: (C) Greeting. *Explanation:* The communication cycle consists of sender, encoding, message, channel, receiver, decoding, and feedback.

3. A 'thumbs-up' gesture being offensive in some Middle Eastern countries is an example of a:

- (A) Physical barrier (B) Cultural barrier (C) Linguistic barrier (D) Interpersonal barrier

Answer: (B) Cultural barrier. *Explanation:* Meanings of gestures change based on local customs and culture.

4. Which 'C' of effective communication emphasizes using facts and figures instead of vague statements?

- (A) Clear (B) Concise (C) Concrete (D) Coherent

Answer: (C) Concrete. *Explanation:* Being concrete means being specific and definite, backed by data.

5. Tone of voice and speaking speed fall under which category of non-verbal communication?

- (A) Proxemics (B) Gestures (C) Paralanguage (D) Posture

Answer: (C) Paralanguage. *Explanation:* Paralanguage refers to the non-word aspects of speech like tone, pitch, and speed.

6. A traffic light is an example of:

- (A) Verbal communication (C) Oral communication
(B) Visual communication (D) Written communication

Answer: (B) Visual communication. *Explanation:* Visual communication uses images and symbols to convey meaning universally.

7. What does the acronym MINTS stand for in capitalisation rules?

(A) Months, I, Names, Titles, Start

(C) Months, India, Names, Towns, Stop

(B) Men, I, Nouns, Time, Start

(D) Monday, I, Numbers, Titles, Sentences

Answer: (A) Months, I, Names, Titles, Start. *Explanation:* This is the standard rule for capitalizing words in English sentences.

8. "Close the door!" is an example of which type of sentence?

(A) Declarative

(B) Exclamatory

(C) Interrogative

(D) Imperative

Answer: (D) Imperative. *Explanation:* An imperative sentence gives a command or request.

9. Which of the following is in the active voice?

(A) The book was read by him.

(C) The car was fixed.

(B) He is reading the book.

(D) The letter was written by her.

Answer: (B) He is reading the book. *Explanation:* The subject (He) is performing the action (reading).

10. A word that modifies or describes a verb is an:

(A) Adjective

(B) Noun

(C) Adverb

(D) Preposition

Answer: (C) Adverb. *Explanation:* Adverbs modify verbs, adjectives, or other adverbs (e.g., ran *quickly*).

11. Which barrier occurs when a doctor uses heavy medical jargon with a patient?

(A) Cultural

(B) Physical

(C) Linguistic

(D) Organisational

Answer: (C) Linguistic. *Explanation:* The language or vocabulary is not mutually understood.

12. "Wow! What a beautiful painting." The word 'Wow' is a/an:

(A) Conjunction

(B) Interjection

(C) Pronoun

(D) Article

Answer: (B) Interjection. *Explanation:* Interjections express strong emotion.

13. What is the study of personal space in communication called?

(A) Kinesics

(B) Phonetics

(C) Proxemics

(D) Paralanguage

Answer: (C) Proxemics. *Explanation:* Proxemics deals with physical distance maintained between communicating parties.

14. Which part of the communication cycle confirms the message was understood?

(A) Encoding

(B) Decoding

(C) Feedback

(D) Channel

Answer: (C) Feedback. *Explanation:* Feedback is the receiver's response, completing the loop.

15. Which vowel sound combination is a diphthong?

(A) short 'i'

(B) long 'oo'

(C) 'ou' in house

(D) short 'u'

Answer: (C) 'ou' in house. *Explanation:* A diphthong is a combination of two vowel sounds in a single syllable.

10.2 Assertion-Reasoning Questions

Directions: In the following questions, a statement of Assertion (A) is followed by a statement of Reason (R). Choose the correct option:

- (a) Both A and R are true and R is the correct explanation of A.
- (b) Both A and R are true but R is NOT the correct explanation of A.
- (c) A is true but R is false.
- (d) A is false but R is true.

1. **Assertion (A):** Maintaining eye contact during an interview is considered good non-verbal communication.
Reason (R): Eye contact shows interest, confidence, and honesty.
Answer: (a) Both A and R are true and R is the correct explanation of A. *Explanation:* Good eye contact builds trust and demonstrates engagement, making it a critical non-verbal skill.
2. **Assertion (A):** Active voice is generally preferred over passive voice in writing.
Reason (R): Active voice sentences are often longer and more complex.
Answer: (c) A is true but R is false. *Explanation:* Active voice is preferred because it is more direct, concise, and energetic, NOT because it is longer.
3. **Assertion (A):** Written communication is always the fastest method of communication.
Reason (R): Written communication leaves a permanent record for future reference.
Answer: (d) A is false but R is true. *Explanation:* Oral communication is usually faster and allows for immediate feedback. Written communication is better for documentation.
4. **Assertion (A):** Feedback is an optional step in the communication cycle.
Reason (R): Feedback helps validate listening and improves future performance.
Answer: (d) A is false but R is true. *Explanation:* Feedback is NOT optional; it is the critical final step that completes the cycle and ensures understanding.
5. **Assertion (A):** The word "January" should always be capitalized in a sentence.
Reason (R): According to the MINTS rule, months of the year are capitalized.
Answer: (a) Both A and R are true and R is the correct explanation of A. *Explanation:* MINTS stands for Months, I, Names, Titles, Start.

10.3 One-Word / Brief Answer Questions

1. What is the process of interpreting a message called?
Answer: Decoding. *Explanation:* The receiver decodes the encoded message to understand the thought.

2. Which barrier is caused by poor internet connection during a video call?
Answer: Physical barrier. *Explanation:* Environmental or technical obstacles are physical barriers.
3. Which of the 7 Cs means keeping the message short and to the point?
Answer: Concise. *Explanation:* Conciseness eliminates filler words and gets straight to the point.
4. Name the part of speech that replaces a noun.
Answer: Pronoun. *Explanation:* Pronouns (he, she, it) prevent repetitive use of nouns.
5. What type of sentence asks a question?
Answer: Interrogative. *Explanation:* Interrogative sentences seek information and end with a '?'.
Answer: Interrogative. *Explanation:* Interrogative sentences seek information and end with a '?'.
6. The study of the sounds we make when we speak is called?
Answer: Phonetics. *Explanation:* Phonetics helps understand correct pronunciation.
7. What do we call a sound formed by combining two vowels in a single syllable?
Answer: Diphthong. *Explanation:* Example: 'ou' in mouth.
8. Which punctuation mark is used to show possession?
Answer: Apostrophe ('). *Explanation:* Example: "Rahul's book".
9. What is the term for communication via physical contact, like a handshake?
Answer: Touch / Haptics. *Explanation:* It is a powerful non-verbal cue conveying professional confidence or empathy.
10. What method of asking questions is best for getting detailed information?
Answer: Open-ended questions (5W+1H). *Explanation:* They prevent simple yes/no answers and encourage elaboration.

10.4 Differentiate Between

1. Verbal and Non-Verbal Communication

Verbal Communication	Non-Verbal Communication
Uses spoken or written words.	Uses body language, gestures, tone, and expressions.
Makes up about 7% of communication impact.	Makes up about 93% of communication impact.

Explanation: Verbal is the content, non-verbal is how it's delivered.

2. Active and Passive Voice

Active Voice	Passive Voice
The subject performs the action.	The subject receives the action.
Direct and energetic (e.g., "I ate the apple").	Wordy and indirect (e.g., "The apple was eaten by me").

Explanation: Active voice is preferred in professional writing for clarity.

3. Encoding and Decoding

Encoding	Decoding
Converting an idea into a message. Performed by the Sender.	Interpreting the message back into an idea. Performed by the Receiver.

Explanation: They are inverse processes in the communication cycle.

4. Adjective and Adverb

Adjective	Adverb
Modifies a noun or pronoun. E.g., "A <i>fast</i> car."	Modifies a verb, adjective, or another adverb. E.g., "He drives <i>fast</i> ."

Explanation: Adjectives describe things; adverbs describe actions or qualities.

5. Linguistic and Cultural Barriers

Linguistic Barrier	Cultural Barrier
Arises from language differences or jargon. E.g., Speaking French to an English speaker.	Arises from differing societal norms and customs. E.g., Differing meanings of eye contact or gestures.

Explanation: Linguistic is about the words used; Cultural is about the implied behavioral rules.

10.5 Short Answer Questions

1. List any four of the 7 Cs of communication and briefly explain them.

Answer: 1. Clear: The goal is obvious. 2. Concise: Short and to the point. 3. Complete: Contains all necessary information. 4. Courteous: Polite and respectful. *Explanation:* These principles ensure the message is effective and well-received.

2. Why is paralanguage important?

Answer: Paralanguage involves the tone, speed, and volume of speech. It is important because it provides emotional context. Saying "Great" sarcastically means the opposite of saying it cheerfully. *Explanation:* Words alone don't convey the full intent; vocal delivery does.

3. Give an example of an open-ended question and a close-ended question.

Answer: Close-ended: "Did you finish the homework?" (Answers: Yes/No). Open-ended: "How did you solve the final math problem?" (Requires detailed explanation). *Explanation:* Open-ended questions encourage conversation, while close-ended ones confirm facts.

4. Explain the MINTS rule.

Answer: MINTS is a rule for capitalization. M stands for Months, I for the pronoun 'I', N for Names of people/places, T for Titles (Mr., Dr.), and S for the Start of a sentence. *Explanation:* It is a mnemonic to remember basic English capitalization rules.

5. **What is the difference between a phrase and a sentence?**

Answer: A sentence expresses a complete thought and has a subject and a verb (e.g., "The cat sleeps."). A phrase is a group of words lacking a subject, verb, or complete thought (e.g., "in the tree"). *Explanation:* Phrases are building blocks used within sentences.

6. **What is positive feedback? Give an example.**

Answer: Positive feedback reinforces good performance and motivates the receiver. Example: "Your slide presentation was very well organized and easy to read." *Explanation:* It highlights what was done right so it can be repeated.

7. **Why is visual communication effective?**

Answer: Visual communication uses images, signs, and graphs. It is highly effective because it transcends linguistic and cultural barriers, allowing universal understanding (like traffic signs). *Explanation:* The brain processes visual information much faster than text.

8. **Identify the subject, verb, and object in: "Rahul plays football."**

Answer: Subject: Rahul (performer). Verb: plays (action). Object: football (receiver of action). *Explanation:* This is the standard S-V-O structure in English grammar.

9. **What is an organizational barrier?**

Answer: An organizational barrier relates to workplace hierarchy or strict rules that prevent open communication, such as a junior employee being forbidden from emailing the CEO directly. *Explanation:* It stifles the free flow of ideas within a group.

10. **Why should we avoid 'jargon' in general communication?**

Answer: Jargon refers to technical or specialized terms. We should avoid it because it creates a linguistic barrier if the receiver is not an expert in that field, leading to confusion. *Explanation:* Simplicity ensures the message is accessible to everyone.

10.6 Long Answer Questions

1. **Explain the Communication Cycle with a real-life example, detailing all its components.**

Answer: The Communication Cycle is a two-way process of sharing information.

- **Sender:** The person with an idea. (e.g., A student wants to ask about a test).
- **Encoding:** Converting the idea into words. (e.g., The student types an email: "Is the test tomorrow?").
- **Channel:** The medium used. (e.g., The Internet/Email platform).
- **Receiver:** The intended target. (e.g., The teacher receives the email).
- **Decoding:** Interpreting the message. (e.g., The teacher reads and understands the question).
- **Feedback:** The response. (e.g., The teacher replies: "Yes, at 10 AM."). This completes the cycle.

Explanation: If any step fails (e.g., the internet goes down, or the teacher doesn't understand the slang used), communication breaks down.

2. **Discuss any four types of non-verbal communication and how they can alter the meaning of spoken words.**

Answer:

- **Facial Expressions:** A smile reinforces a greeting, but saying "I am so happy" while frowning signals sadness or sarcasm.

- **Posture:** Standing straight shows confidence. Slouching while presenting says "I am unprepared," regardless of how smart the words are.
- **Paralanguage:** This is tone, pitch, and speed. Saying "Fine" cheerfully means agreement. Saying "Fine!" aggressively means anger.
- **Eye Contact:** Looking someone in the eye conveys honesty. Avoiding eye contact while saying "I didn't break the vase" implies guilt.

Explanation: Non-verbal cues are subconscious, so humans trust them more than verbal words when the two conflict.

3. **What are communication barriers? Describe three types and suggest a way to overcome each.**

Answer: Communication barriers are obstacles that distort messages.

- **Physical Barrier:** Environmental noise or bad tech. *Solution:* Move to a quiet room or upgrade the internet connection.
- **Linguistic Barrier:** Speaking different languages or using heavy jargon. *Solution:* Use simple, universally understood language, or a translator.
- **Cultural Barrier:** Misunderstanding customs (like gestures). *Solution:* Research the cultural norms of the audience beforehand and adapt behavior.

Explanation: Identifying the barrier is the first step to modifying the communication strategy to bypass it.

4. **Explain the different types of sentences based on their purpose, providing two examples of each.**

Answer:

- **Declarative (Statement):** Provides facts. Ends with a full stop. E.g., "The sun rises in the east." / "I like to read."
- **Interrogative (Question):** Asks for information. Ends with a question mark. E.g., "Where are you going?" / "Did you finish your dinner?"
- **Exclamatory (Emotion):** Expresses strong feeling. Ends with an exclamation mark. E.g., "What a beautiful painting!" / "We won the match!"
- **Imperative (Command/Request):** Gives an order or advice. E.g., "Please shut the window." / "Stop talking immediately."

Explanation: Knowing sentence types helps vary writing style and clearly express intent.

5. **Why is Feedback considered the most critical part of communication? Describe the traits of constructive feedback.**

Answer: Feedback is critical because it is the only way the sender knows if the receiver accurately decoded the message. Without feedback, communication is just a one-way broadcast. Constructive feedback should be:

- **Specific:** Points out exact areas of strength or weakness, not vague generalizations.
- **Timely:** Given shortly after the event while it's fresh in memory.
- **Polite & Supportive:** Delivered respectfully with the intent to help the person improve, not to demean them.

Explanation: Proper feedback motivates learning and prevents repeated mistakes.

10.7 Case-Study / Competency-Based Questions

Case Study 1: Rohan, a new student from a rural school, joined a city school. He is very intelligent but struggles with English fluency. During a group project, his teammates, who speak fast English and use lots of Gen-Z slang ("no cap," "bet," "sus"), often misunderstand him. Rohan feels left out and starts avoiding group meetings, sitting silently with his arms crossed and looking at the floor when spoken to.

1. **What specific communication barrier is primarily affecting Rohan and his teammates?**

Answer: A Linguistic Barrier. *Explanation:* The teammates are using slang that Rohan doesn't understand, and Rohan lacks fluency, preventing mutual understanding.

2. **What non-verbal cues is Rohan displaying, and what do they indicate?**

Answer: He is sitting silently with arms crossed and avoiding eye contact. *Explanation:* This indicates defensiveness, low confidence, sadness, and a desire to withdraw from the situation.

3. **How can the team apply the '7 Cs' to improve communication with Rohan?**

Answer: They should be **Clear** and **Concise**, avoiding unnecessary slang. They must be **Courteous** (respectful of his background) to make him feel welcome. *Explanation:* Adapting their language will break down the barrier.

4. **What kind of feedback should the teacher provide to the team?**

Answer: Constructive Criticism. *Explanation:* The teacher should politely but specifically point out that using slang is excluding a team member, and suggest they use simpler, inclusive language.

Case Study 2: Anjali wrote an email to her school principal requesting a week's leave for a family wedding. The email read: "hey principal, i need leave next week. going to a wedding. its gonna be lit. bye." The principal rejected the leave, noting that the email was highly inappropriate.

1. **Which 'C' of effective communication did Anjali violate the most?**

Answer: Courteous (and Correct). *Explanation:* She used a highly informal and disrespectful tone ("hey," "gonna be lit") for a formal request.

2. **What capitalisation rule did she fail to follow?**

Answer: The MINTS rule. *Explanation:* She failed to capitalize the pronoun 'I', the start of sentences, and the title 'Principal'.

3. **Is this an example of formal or informal communication? Was it the correct choice?**

Answer: It is informal communication. It was the completely wrong choice. *Explanation:* When addressing a school authority figure like a principal, formal communication must be used.

4. **Rewrite Anjali's email using appropriate tone and correct sentence structure.**

Answer: "Respected Principal, I am writing to request a leave of absence for one week starting next Monday. I need to attend a family wedding. I will ensure all my pending assignments are completed upon my return. Thank you." *Explanation:* This version is polite, formal, clear, and follows grammatical rules.