

Communication Basics

Assignment 1

Total Marks: 30

Q:1: Short Questions: (12)

- I. Outline some techniques for developing stronger and positive relations with other people.
- II. "Words are the building blocks of good communication". Discuss
- III. What is the difference between open and closed questions?
- IV. How do open questions help in the communication?

Q:2: Discuss some probing techniques. (6)

Case Study (12)

You've taken a job working in a manufacturing plant in a fictional city called Midland. It is about a four hour flight from where you currently live. You and your family are able to find a nice home to rent and you are happy to notice that the couple living next door is approximately your age. The afternoon you move in, you and your family go next door to introduce yourselves to your neighbors. Although they are polite, they don't seem very friendly. Several days later, while you are preparing dinner for a new associate at work, you run out of sugar and rush next door to borrow a cup. Again you receive a polite but cool reception from your neighbor.

What is the problem?

Education

Noise Level

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Ambiguity

Non-Verbal Messages

Hearing Difficulties

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Applying the Answers

What are some of the things that can be done in your organization/department to communicate better?

Are these physical or mental activities?

Are these individual or team activities?

If your organization/department were a zoo, what kind of inhabitants would it have?

[illegible][illegible][illegible]

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What can we gain by paying attention to these things?

Pushing My Buttons

I'm really nervous about speaking in public.

I am looking for a new car, and I hate car shopping.

I really hate my job.

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I think this city is too hot.

I really dislike cooking.

You're not very good at your job.

I don't like the way you speak to me.

I think the report you wrote is terrible.

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Your new hair cut isn't flattering.

I wish I didn't have to go to that meeting tomorrow.
