

National Institute of Open Schooling
Secondary Course: Business Studies
Lesson 7: Communication Services
Worksheet-7

1. As we know businessmen provide information to the various stakeholders of business and at the same time receives information from them. In this context, elaborate the concept of communication.
2. Though communication is a pervasive activity, it is often unsatisfactory in practice. In the light of this statement, explain the various barriers to effective communication.
3. Your friend does not know the elements of the communication process. How would you explain to him the elements of communication with the help of real life examples?
4. Do you prefer written or verbal communication for communicating with your mother?
5. How would you explain the importance of communication to his friends?
6. Mr. Sharma is a businessman. He wants to communicate some message relating to his business to others. Suggest him the various ways through which he can communicate with others.
7. "E-mail is the fastest method of transmitting written messages". Elaborate this statement.
8. Suppose if you want to make instant contact with your friend. Which means of communication would you use and why?
9. Video-conferencing facilitates the participants of the conference to see the picture of each other while talking to themselves. What kind of different types of process are available for video conferencing?
10. Management should create an atmosphere of mutual trust and confidence to enable people to appreciate each other's point of view. Do you agree with this statement?