

Victoria University of Bangladesh

Final Assessment

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BBA Program

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Answers to the question No : 3

past experience : past experience are the things that have made up our life up until this point. past experience can bring outside information because you have learned the past that comparing situation can be helpful in decision making. or might bring with you nothing because the last time the group of people met they did nothing productive. whatever we experience our brain is examining our past experience in order to be prepared to respond to what come next.

Environment : The last area of influence on our communication in you environment. All of us communicate differently in different environments. This is simple enough in observe in everyday life. Recognizing how the environment might be effecting others you communicate with is a skill that can come in handy

for you. particularly when you perceive that the environment is having a negative impact on your ability to communicate affectively with someone.

Feelings : There are actually two ways in which your feelings can influence your communication with other person. the first simply refers to the way that you feel on a given day. If you feel well, you'll communicate in one way and if you feel ill you'll communicate in another.

The second aspect related to feelings to how you feel about a specific person when you genuinely like someone. the way you communicate is going to show it. Unfortunately the same can be said for when you don't like someone.

Values : The things that we value are the things that are important to us in life. We will interpret input in light of our values, and make judgement about the input based on our values. In the business environment we are likely to value our image as others see us, our preparation that approval of our boss the input of our colleagues, our work ethics and our ability to make a difference in the workplace.

Beliefs : Beliefs are slightly different than values, though there can be some overlap. Our beliefs are the guideline we use to understand how the world moves. We experience input how we will look at it through our beliefs and attempt to make that input fit into our beliefs or recognized it as not fitting in with our beliefs. In this case, our reaction to the input is likely to be negative or at least skeptical.

Answer to the question No: 5

Visual Representation system : The visual representation involves the process used to translate communication into pictures in the mind. You can determine whether a person tends to prefer this form of communication by identifying certain behavioural cause.

Visual Representation system are describing below:

- * stand or sit with their heads and/or bodies erect, with their eyes up.
- * Are breathing from the top of their lungs and their upper shoulders and breath fairly rapidly.
- * Memorize by seeing pictures, and are less distracted by noise.

- * often have trouble remembering verbal instructions because their minds tend to wander.
- * Are fast talkers.
- * feel that 'a picture is worthy a thousand words.'
- * Use picture descriptions during conversation.
- * Are interested in how things look.
- * Must see to understand them.
- * Like visually-based feedback.
- * Use gesture that may be high and quick.

Answers to the question No: 1

Communication : Communication is the act of giving, receiving and sharing information. In other words, talking or writing and listening or reading. Good communicators listen carefully, speak or write clearly, and respect different opinions.

The communication process : The communication process involves multiple parts and stages, these are ;

- a) Source
- b) Message
- c) encoding
- d) channel
- e) Decoding
- f) Receiver
- g) feedback
- h) Context

The process of communication are explaining below :

a) Source : The source of the communication is the sender, or for our purposes, the source of the message is the sender. The sender must know why the communication is necessary and what result is needed.

b) Message : The message is simply the information that you want to communicate. Without message there is no cause for communication. It is the reason communication is needed.

c) encoding : Encoding is the process of taking your message and transferring it into the proper format for sharing it with your audience. It requires knowing your audience and ensuring that your message provides all of the information that they need.

channel: the channel is the method of communication that you choose such as face to face, by telephone, or via email.

e) Decoding: Decoding is the process of receiving a the message accurately and requires that your audience has the means to understand the information you are sharing.

f) Receiver: you have experience for for a response from the receiver when you send a message. you can ~~increasing~~ the chance of getting this result by addressing your audience's concerns of addressing specific benefits as part of our communication.

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g) feedback : feedback lets you gauge how successful you were at communicating. It also offers a chance to adjust your communication process for the future.

h) Context : Context involves things such as your relationship with your audience, the culture of your organization and your general environment.

Answer to the question No : 6

Rapport : Rapport is a close and harmonious relationship in which people or groups concerned are 'in sync' with each other, understand each other's feelings or ideas, and communicate smoothly.

Rapport is the ultimate tool for producing results with other people and thus it is so vital for effective communication.

The different steps to build rapport : There are six main steps to established rapport with anyone .

1. Matching the persons physiology
2. Matching their voice
3. Matching their breathing pattern
4. Matching how they deal with information 'chunks'
5. Matching common experience.
6. Powerful Rapport levels.

1. To match a person's Sensor Modality:

To match a person's sensory modality means taking all of the information and putting it into use. You will want to listen for the indicator words and eye movement that were covered and then respond in a similar way.

2. Mirror the person's physiology: Body

language is a useful tool that you can learn to use. You can mirror another's body language when you want to express support for them. You can use a person's body language to realize that your message is incomplete - there is more to say or there are questions to be answered.

3. Match the person's voice: You can match the person's tone of voice and speed it which a person talks. For example: if they are a fast talker, try to speak faster yourself. If they happen to speak slowly

watch your own pace and slow it down.

4. Match the person breathing: we each have a different rate and depth of breathing when we are not thinking about it. Whenever you can match the other person's breathing in pace and depth.

5. Match the way person deal with information:
- this is not the same advice as matching the other person's way of thinking.
Match the "chunk size" of information that the other person is most comfortable dealing with.

6. Match common express: Match common experience is about is finding some commonality to talk about. But sure not to concentrate only on these step without performing the earlier step.