

**National Institute of Open Schooling**

**Senior Secondary Course**

**Lesson 29: Professional Communication Skills**

**Worksheet - 29**

1. Do you think communication skills are important at workplace? Why?
2. What kind of body language should be used in professional communication?
3. What are the three critical skills required for effective communication?
4. How will you provide constructive criticism to your subordinate who has not been able to complete the given task on time?
5. What are good listening skills?
6. What do you mean by assertion skills?
7. Mention any four best practices to be followed to resolve the conflicts?
8. What are the types feedback communication followed in the organization?
9. What makes effective communication?
10. What are the qualities you should have to become a responsible and successful employee?