



المذكرة الشاملة

إدارة مكتبية (ادر 213) المنهج الجديد



ادر 213

إبراهيم حسن إسماعيل

موقع المواد التجارية / مخلصات ، نماذج امتحانات

اسم الطالب :

الرقم الأكاديمي :

رقم التسلسل :

التوقيع :

الهدف :

الخطة الدراسية



المحتوى العلمي المطلوب في مقرر **Communication Skills** للفصل الثاني من العام الدراسي 2024/2023م

المسار: توحيد المسارات

المادة / اسم المقرر ورمزه: Communication Skills-ادر213

الصف: **المستوى الثاني**

اسم الكتاب: **Communication Skills**

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الطبعة المعتمدة: كتاب Communication Skills (ادر312) الطبعة الأولى 2020م

ملاحظة: كراسة أنشطة (في المحتوى التعليم الرقمي) الطبعة الأولى 2020م



وصلات مهمة

الدروس عبر التيمز



الدروس النموذجية



ترجمة بعض الكلمات المهمة ادر ٢١٣

ادر ٢١٣ ترجمة بعض الكلمات – الوحدة الاولى			
Communication	الاتصال/ التواصل	Formal communication	التواصل الرسمي
Communication Process	عملية التواصل	Informal communication	التواصل غير الرسمي
Sender	المرسل	Downward communication	التواصل من اعلى الى الأسفل
Message	الرسالة	Upward communication	التواصل من الأسفل الى الأعلى
Receiver	المستلم	Horizontal communication	التواصل الأفقي
Barriers	عوائق	Overcoming barriers	التغلب على العوائق
Channel	القناة	Business Letter	رسائل العمل (خطاب رسمي)
Feedback	التغذية الراجعة	Letter Head	رأس الرسالة
Verbal	لفظي	Reference	(رقم) المرجع
Non- Verbal	غير لفظي	Salutation	التحية
Written	مكتوب	Subject	العنوان
Spoken (Oral)	شفهي	Body	نص الرسالة
Nodding	الإيماء	Complimentary Close	ختام الرسالة
Communication network	شبكة التواصل	Signature	التوقيع
Physical appearance.	المظهر المادي	Enclosure	المرفقات
Negotiation	التفاوض	Carbon Copy	نسخة إلى شخص
Facial expressions	تعابير الوجه	Letter head	رأس الرسالة
Gestures	ايماء	Memo (Memorandum)	مذكرة داخلية
Persuade	اقناع	Report	التقرير
Communication skills.	مهارات التواصل	Incoming post	الرسائل الواردة
Internal communication	التواصل الداخلي	Remittance book	دفتر التحويلات
External communication	التواصل الخارجي	Outgoing mails	الرسائل المرسله

Instagram: @t.eaman

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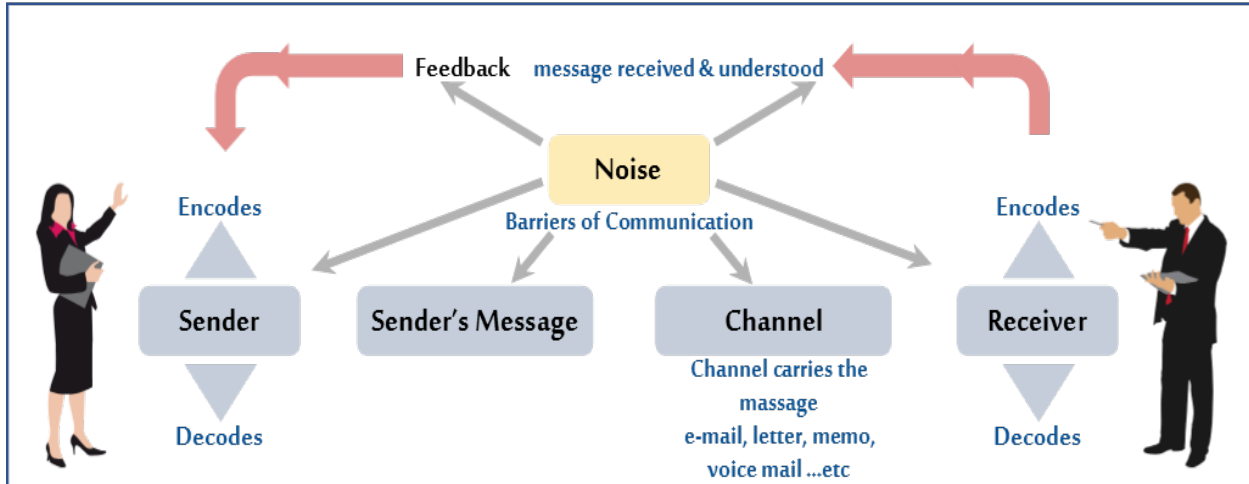
إبراهيم حسن العمان

Chapter 1

1-1 Communication Process الدرس الأول

What is Communication? الإتصال

Communication is the transfer of a message from a sender to a receiver, who understands the message.



One-way Communication

اتصال باتجاه واحد

The person receiving the message cannot reply to it.

Sender → Receiver

A manager gives instructions but the employees cannot confirm that they have understood the message.

Mistakes are possible as there is no feedback.

Examples: notice boards, posters, web pages, signs.

Two-way Communication

اتصال باتجاهين

The person receiving the message can give a feedback.

Sender ↔ Receiver

Both the sender and the receiver are involved in the communication.

Feedback allows both to check that the message has been received and understood.

Examples: meetings, telephone, video conferencing.

Purpose of Communication غايات التواصل



Barriers عوائق الاتصال

Anything that prevents understanding of messages .

Barriers to Communication طرق التغلب على عوائق الاتصال

The list below contains some of the techniques that help communicate effectively:

- ✓ Avoid information **overload**. The message should be clear and brief.
- ✓ **Develop** listening skills.
- ✓ Use a **simple** and an understandable language.
- ✓ Choose a **suitable time** to pass information. For example, a person who is in a rush to leave work for the day may not listen carefully to what his manager is saying to him/her.
- ✓ Taking follow up action (**ask for feedback**).
- ✓ Select a **proper channel** (use both oral and written channels when sending a complex message).

Overcome Barriers عوائق الاتصال

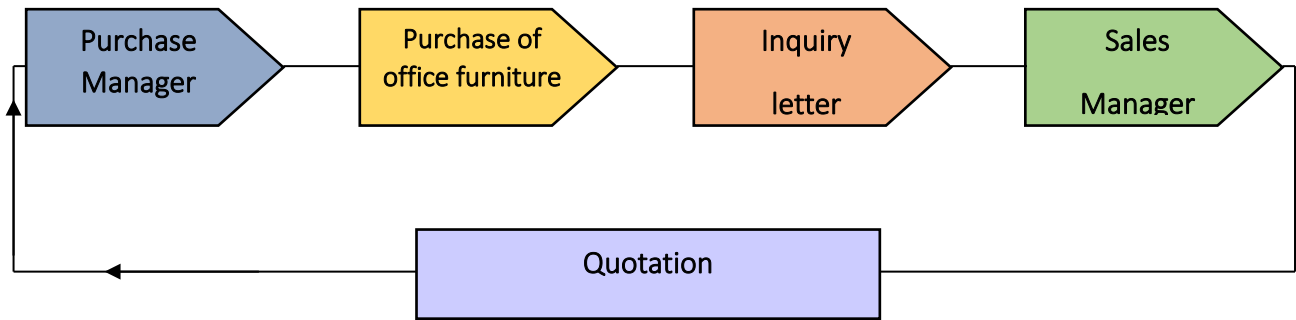
The common barriers to effective communication are listed below:

- ✓ Information overload.
- ✓ Poor listening skills.
- ✓ Difficult language: Use of jargon or terms, which are too technical, should be avoided.
- ✓ Difference in belief, style, and society (culture).
- ✓ Physical and environmental barriers (uncomfortable place, unhygienic room, background noise, poor lighting, an environment that is too hot or cold).
- ✓ Lack of feedback.
- ✓ Selecting wrong channels.

The table below, there are some **barriers** in the problems listed below. Mention the barriers and how you can overcome these barriers.

Barrier	Problem	Methods to overcome it
Difficult language	Language, which is too difficult, is used. The receiver may not understand 'Jargon' or technical terms.	Use a simple and an understandable language.
Information overload	The message is too long and contains too much details which prevent the main points to be understood.	Avoid information overload. The message should be clear and brief.
Selecting wrong channels	The wrong channel is used, so the message is not received on time.	Select a proper channel

1. Answer these questions using the following communication process chart for Al Andalus Company: **اختبر نفسك**



1. Who is the sender?
2. Who is the receiver?
3. What is the channel used?
4. What is the message sent?
5. What is the receivers' feedback?

Communication process:

1. The sender has a message.
2. The sender uses a certain channel.
3. The sender is sending his message.
4. The receiver had the message.
5. The receiver gives his/her feedback and expresses his/her reaction.
6. Many kinds of barriers interfere with the communication.

الجواب
Answers

1. Purchase Manager
2. Sales Manager
3. Letter (inquiry letter)
4. Purchase of office furniture
5. Quotation letter

1-2 Communication Channels **الدرس الثاني**



Visual Communication

Visual communication is the conveyance of ideas and information in forms that can be read or looked upon.

Any image that is used to communicate an idea, whether it is a **sign, poster, drawing, photograph, chart, diagram, table** or television advertisement, can be included in the field of visual communications.

Nonverbal Communication

Nonverbal communication is a process of communication through sending and receiving wordless messages.

Gestures touch, and eye contact (or lack of eye contact) are some aspects of nonverbal communication that can vary significantly depending on a person's cultural background.



Place a ✓ tick in the below box where you think best describes each of the following communication channels:

Communication Channel	Written	Oral	Visual	Nonverbal
• Sending a letter to place an order	✓			
• Annual meeting of shareholders		✓		
• No smoking sign			✓	
• Job interview		✓		
• Good employee appearance				✓

2. Write the name of the method of communication for each of the following pictures and classify into (verbal, written, visual, or non-verbal communication).



Method: **Telephone**
Communication type:
Oral



Method: **Graph**
Communication type:
Visual



Method: **Invoice**
Communication type:
Written



Method: **Punctuality**
Communication type:
Nonverbal

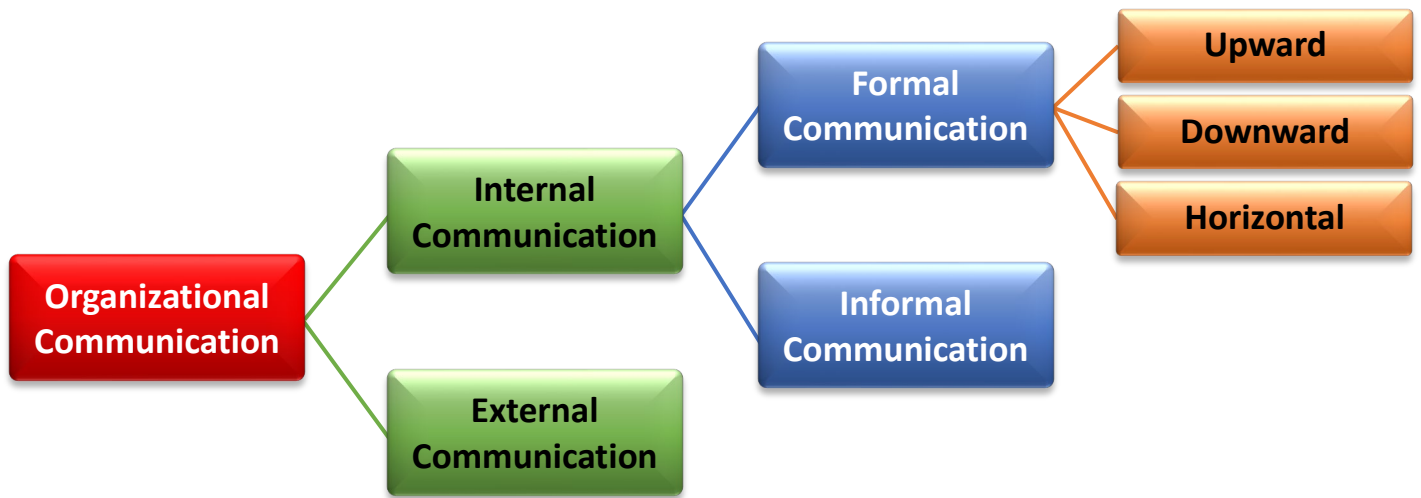
Most indirect communication channel(**Nonverbal**)

1-3 Organizational Communication **الدرس الثالث**

Organizational Communication: A system of pathways through which messages flow among people who comprise the organization. (who communicates with whom?).



Types of organizational communication:

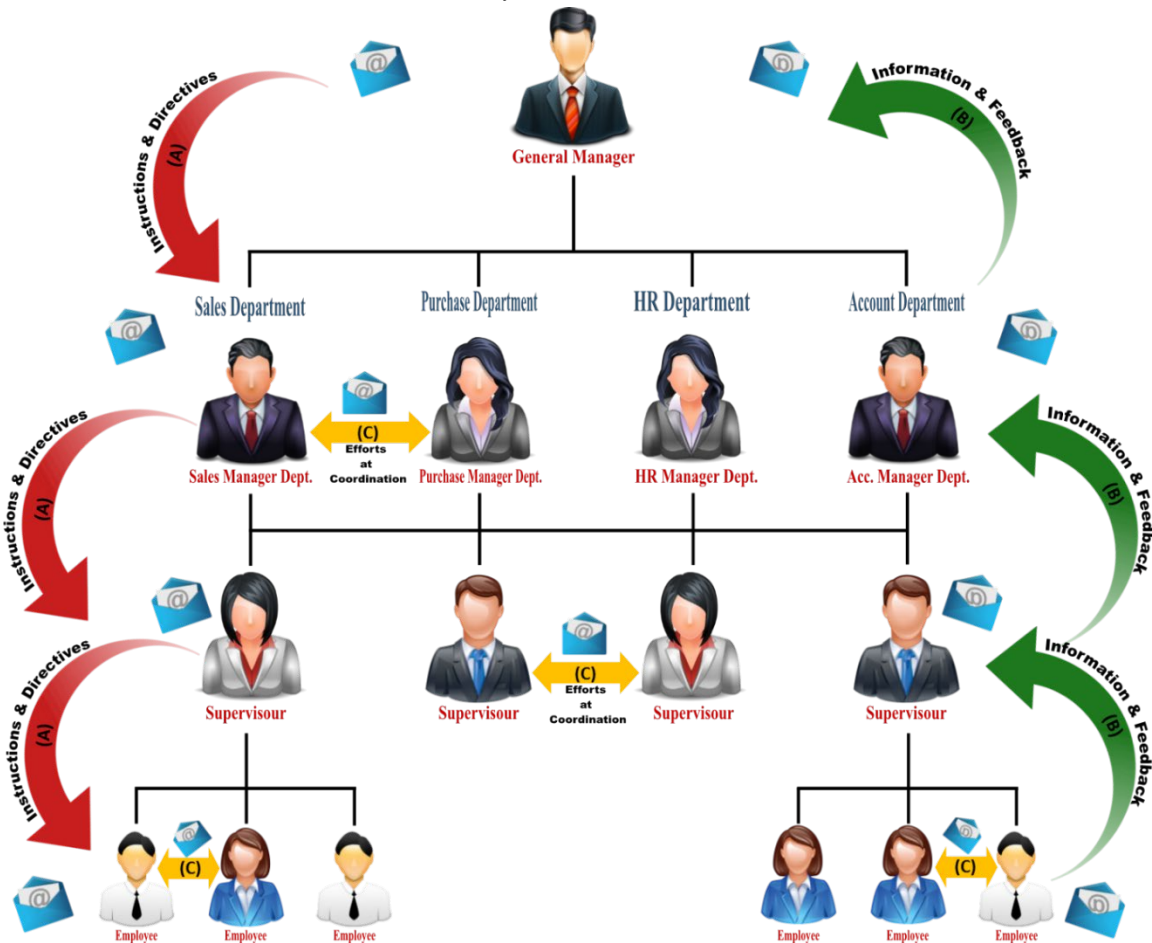


Internal and External Communication





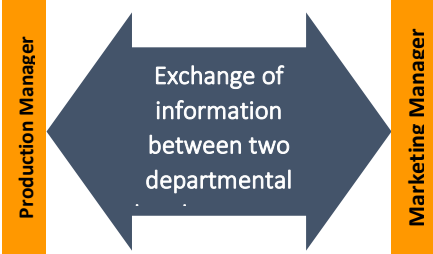
Internal communication: الاتصال الداخلي	External communication: الاتصال الخارجي
<p>Internal communication is when messages <u>are sent between people working in the same organization.</u></p> <p>Examples include: امثلة</p> <ul style="list-style-type: none"> • A manager giving a verbal warning to a subordinate for poor punctuality. • A report sent from a sales manager to a purchase manager. 	<p>External communication includes those <u>communications between organizational members and external parties</u> such as customers, manufacturers, shareholders, investors and the general public.</p> <p>Some of the main examples of external communication are: امثلة</p> <ul style="list-style-type: none"> • Orders for goods from suppliers. • Sending information to customers about prices and delivery times. • Advertising goods or services.

Formal and Informal Communication الاتصال الرسمي وغير الرسمي	
<u>Formal communication</u> الاتصال الرسمي	<u>Informal communication</u> الاتصال غير الرسمي
<p>takes place when the <u>official channel</u> of communication is used within an organization.</p> <p>امثلة</p> <p><u>Examples</u> of formal communication are letters, memos, faxes, official meetings and reports ...etc.</p>	<p>is the transition of information through <u>non-official channels</u> within the organization.</p> <p>امثلة</p> <p>Waiting to use the photocopier, a conversation during the break, or chatting at a social event are examples of an informal communication.</p>

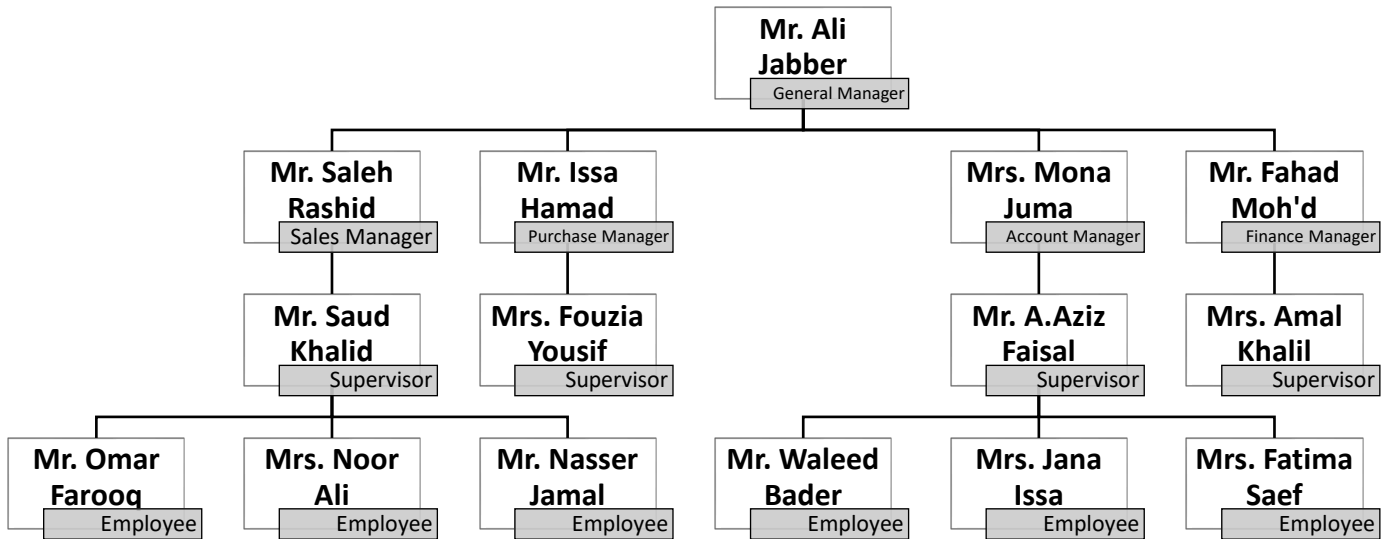


Downward Communication	Upward Communication
<p>Arrow (A) shows Downward Communication. This is when messages are sent from managers to subordinates. Downward communication is important because:</p> <ul style="list-style-type: none"> ✓ subordinates look to their managers for leadership and guidance. ✓ it allows the decisions made by management to be carried out by employees. ✓ it allows managers to command, control and organize. 	<p>Arrow (B) shows Upward Communication. This is when a message or feedback is passed from subordinates to managers. Upward communication is helpful because it:</p> <ul style="list-style-type: none"> ✓ helps managers to understand the views and needs of subordinates. ✓ makes staff feel valued and appreciated. ✓ provides managers with information to help them make decisions.



<p>Downward Communication</p>	<p>Arrow (A) shows Downward Communication. This is <u>when messages are sent from managers to subordinates.</u> Downward communication is important because:</p> <ul style="list-style-type: none"> ✓ subordinates look to their managers for leadership and guidance. ✓ it allows the decisions made by management to be carried out by employees. <p>it allows managers to command, control and organize.</p>	
<p>Upward Communication</p>	<p>Arrow (B) shows Upward Communication. This is <u>when a message or feedback is passed from subordinates to managers.</u> Upward communication is helpful because it:</p> <ul style="list-style-type: none"> ✓ helps managers to understand the views and needs of subordinates. ✓ makes staff feel valued and appreciated. <p>provides managers with information to help them make decisions</p>	
<p>Horizontal Communication</p>	<p>Arrow (C) shows <u>Horizontal Communication</u> (sometimes referred to as lateral communication). <u>This occurs when people at the same level of an organization communicate with each other.</u> Information and ideas can be exchanged at both formal and informal meetings.</p>	

Example: Study the below organization chart of **Al Amal Company**, and complete the following table with appropriate terms of communication networks:



Action	Communication Network
1. A meeting between Mr. Saleh Rashid and Mrs. Mona Juma to discuss the annual journal	Horizontal
2. Mr. Omar Farooq sent a sales report to his supervisor Mr. Saud Khalid	Upward
3. In the break Mrs. Amal Khalil and Mrs. Mona Juma chatting about fashions while eating in the cafeteria	Informal
4. Interaction between members of the same organization	Internal
5. Mr. Issa Hamad sent a letter to <u>Aradous</u> Company about the monthly meeting	External
6. The general Manager Mr. Ali Jabber sent an e-mail about job procedure to Mrs. Fouzia Yousif	Downward

End of Chapter 1

Chapter 2

2-1 Methods of Written Communication الدرس الأول

Written communication involves any type of messages that makes use of written words.

Written forms of communication provide a permanent record of a message and can be looked at more than once to check understanding.

The main forms of written communication that are used by businesses include:

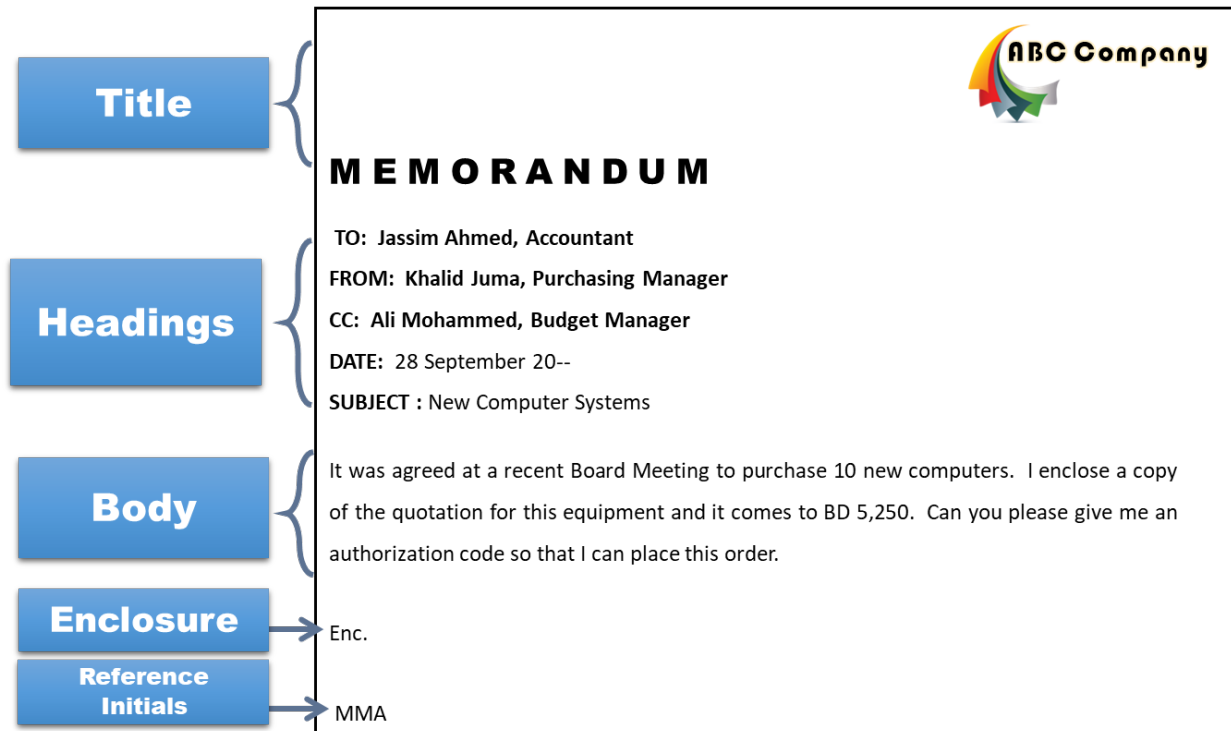
<ul style="list-style-type: none"> • Memorandum. مذكرة داخلية • Business Letter. الرسائل • E-mail. الايميل • Noticeboard. لوحة الاعلانات • Agenda & minutes of meeting. الاجندة 	<ul style="list-style-type: none"> • Report. التقارير • Forms. الاستمارات • Job description. الوصف الوظيفي • Advertisements. الاعلانات • Company magazine. مجلات الشركة
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The benefits and limitations of the written communication

<u>Benefits</u> <u>الايجابيات</u>	<u>Limitations</u> <u>السلبيات</u>
✓ Provides a permanent record.	✗ No personal contact.
✓ Can be used by the receiver more than once, to check understanding.	✗ Feedback is slower.
✓ Can be sent to many receivers.	✗ Might not be understood because the language is too complex, or the message is too long.
✓ The message cannot be changed.	✗ Time-consuming for both sender and receiver.

A memorandum مذكرة داخلية is a written form of communication used between people within an organization.

A "MEMO" is the short form of memorandum, a Latin word meaning "something to be remembered". A memo, is usually brief and covers only one subject. Most memos, are written in a simple format that has a standard set of headings. In many businesses, the e-mail has taken the place of the memo.



There are three required elements of the memo:

- 1- Title العنوان :** The title typically consists of the company name, the logo and the word memorandum.
- 2- Heading مقدمة :** The heading has four or five parts, appearing as in the following order:

TO من	: The name of the person receiving the information and his/her job title.
FROM الى	: The name of the person sending the message and his/her job title.
DATE التاريخ	: Date of preparing the memorandum. (Should be in day, month, and year format).
SUBJECT الموضوع	: The topic that summarizes the content of the memorandum. It should be brief, but clear.

- 3- Body of the Memo Message: نص المذكرة** The message is the main body of a memo. The message could be presented in the main paragraph, introduces the purpose of the memo, further paragraphs containing more details; and a closing paragraph.

Other parts that could be found in a memo are:

Enclosure Notation: It is included if another item is being sent along with the memo.

Reference Initials: The initials of the typist.

Carbon Copy (CC): Any other people who may need a copy of the information.

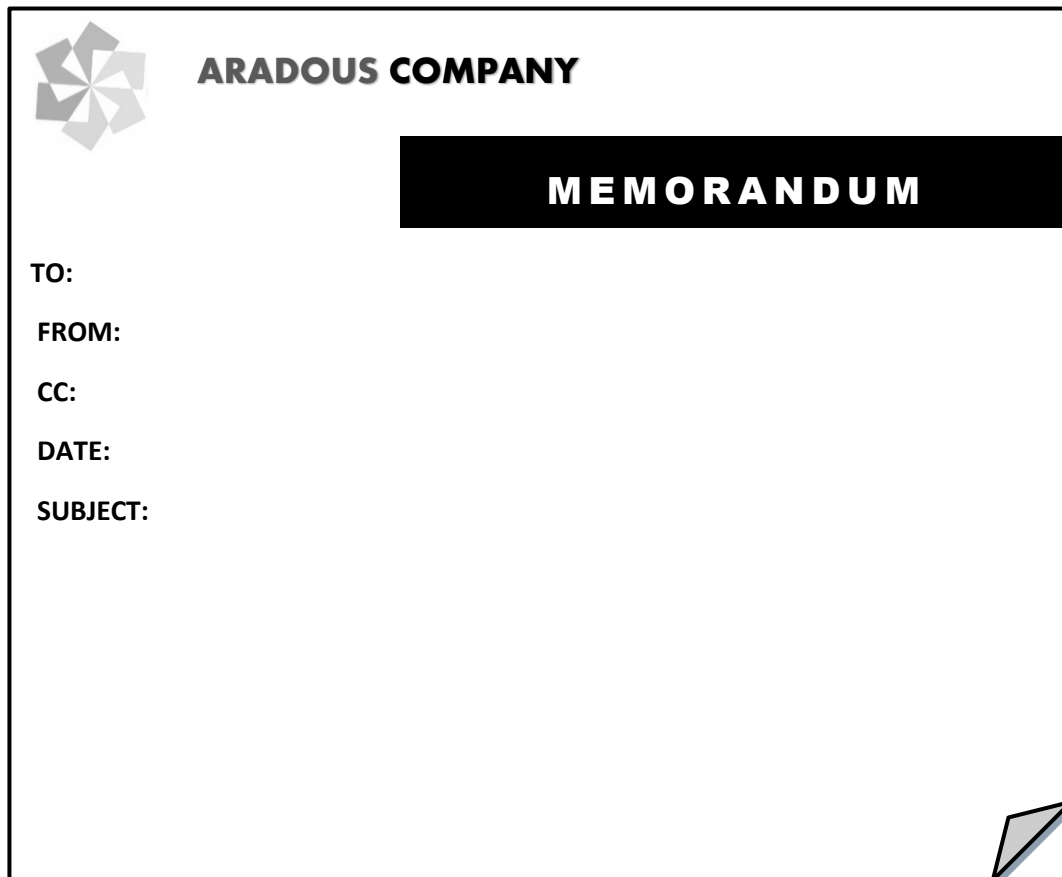
There is no need for a signature or complimentary close in a written memo.


Exercises : اختر نفسك

You work in the Purchase Department of Aradous Company. Your Manager Mr. Jassim Nasser asked you today to prepare and send a MEMO to Mr. Isa Khalid – the Accountant – to inform him that:

"It was agreed at a recent Board Meeting to purchase 10 new computers. I have now received the quotation for this equipment and it comes to BD 1800.000. May you please give me an authorization letter so that I can make this order".

NOTE: that a copy of this memo is to be sent to Faisal Rashid, Budget Manager.



 **ARADOUS COMPANY**

MEMORANDUM

TO:

FROM:

CC:

DATE:

SUBJECT:

الإجابة :

**ARADOUS COMPANY****MEMORANDUM****TO:** Jassim Nasser, Purchase Manager**FROM:** Isa Khalid, the Accountant**CC:** Faisal Rashid, Budget Manager**DATE:** Today's date**SUBJECT:** Quotation of New Computers

It was agreed at a recent Board Meeting to purchase 10 new computers. I have now received the quotation for this equipment and it comes to BD 1800.000. May you please give me an authorization letter so that I can make this order.

2.2 Business Letter

- 1- **LETTERHEAD** **رأس الرسالة**: The heading of a business letter contains the **name of the organization, logo, address, telephone number, fax number, e-mail address** and other information.
- 2- **REFERENCE:** **المرجع** Often contains the initials of the person sending the letter, and the initials of the person preparing the letter or numbers for filing purposes.

3- **Date :** **التاريخ**

The correct date forms:

✓ 15 November 20--
✓ November, 15 20--
✗ 15.11.20--
✗ 5 Nov. 20--
✗ 05/11/20--

- 4- **ADDRESSEE or RECIPIENT’S ADDRESS:** **المرسل إليه** This is the address of the receiver of the letter. It contains the details of the receiver.
- 5- **SUBJECT HEADING:** **العنوان** It gives a brief summary of the contents of the letter.
- 6- **SALUTATION:** **التحيةة** This is the way of greeting the receiver .

Salutation	Used
Dear Sir/Madam	When you write to a person in a company whose name you don’t know.
Dear Mr. Omar Dear Mrs Dear Mariam	When the sender knows the receiver.

7- **THE BODY of THE LETTER:** **نص الرسالة**

The most important part of the letter is the body that contains the message or information that the sender wants to convey. Most business letters include three paragraphs:

- ✓ **An opening paragraph:** gives the purpose of the letter;
- ✓ **Middle paragraph:** containing more details about the subject;
- ✓ **Closing paragraph:** suggests what actions might be taken, by either the sender or the receiver.

8- **COMPLEMENTARY CLOSE:** It is the formal conclusion of the letter.

Dear Sir/Madam	Yours faithfully
Dear Mrs. Mariam Dear Mr. Omar	Yours sincerely

9- **SIGNATURE:** **التوقيع**


The signature of the sender.

10- **NAME and JOB TITLE:** **المرسل الاسم والوظيفة**

11- **ENCLOSURE (Enc.):** **المرفقات** This section contains the attachments, additional papers that one sends along with the letter.

12- **CARBON COPY (C.C.):** **نسخة الى شخص**

Carbon copy notations tell the receiver who the other receivers of the letter are



Batelco
Bahrain Telecommunication Company
P.O. Box: 14
MANAMA-kingdom of Bahrain

Ref. M123 Reference

12 February 2012 Date

Mr. Jawad Moh'd
House no.3719,
JIDHAFS, Bahrain Addressee

Dear. Mr. Jawad, Salutation

APPLICATION FOR EMPLOYMENT Subject

Thank you for your letter and CV offering your services to the company.
Your application has been carefully reviewed.
Unfortunately, at this time, Batelco has no suitable vacancy for you.
We thank you for your interest in applying to join our organization

Yours sincerely Complimentary Close

Mariam Signature

Recruitment Officer Name & Job

Mariam Janahi

Enc. Enclosure

CC: HR manager Carbon Copy

Mark	Date Format
✓	12 February 2012
×	12/2/2012
×	12 Feb 2012

Correct Salutation	Use
Dear Miss. Batool Dear Mr. Ali	A <u>person you know</u> his gender (female – male) and name.
Dear Sir\Madam Dear Sir Dear Madam	When the name of the receiver is <u>unknown</u> .

Complimentary Close	Use
Yours sincerely	Receiver's name is <u>known</u>
Yours faithfully	Receiver's name is <u>unknown</u>

Many business letters share the same parts **but they differ in the purpose.**
Business letter can be for:

✓ An enquires	✓ A quotation	✓ A circular	✓ A complaint
✓ An apology	✓ A recommendation	✓ A price list inquiry	✓ A reference
✓ An order, etc			

Compare between business letter and memo?

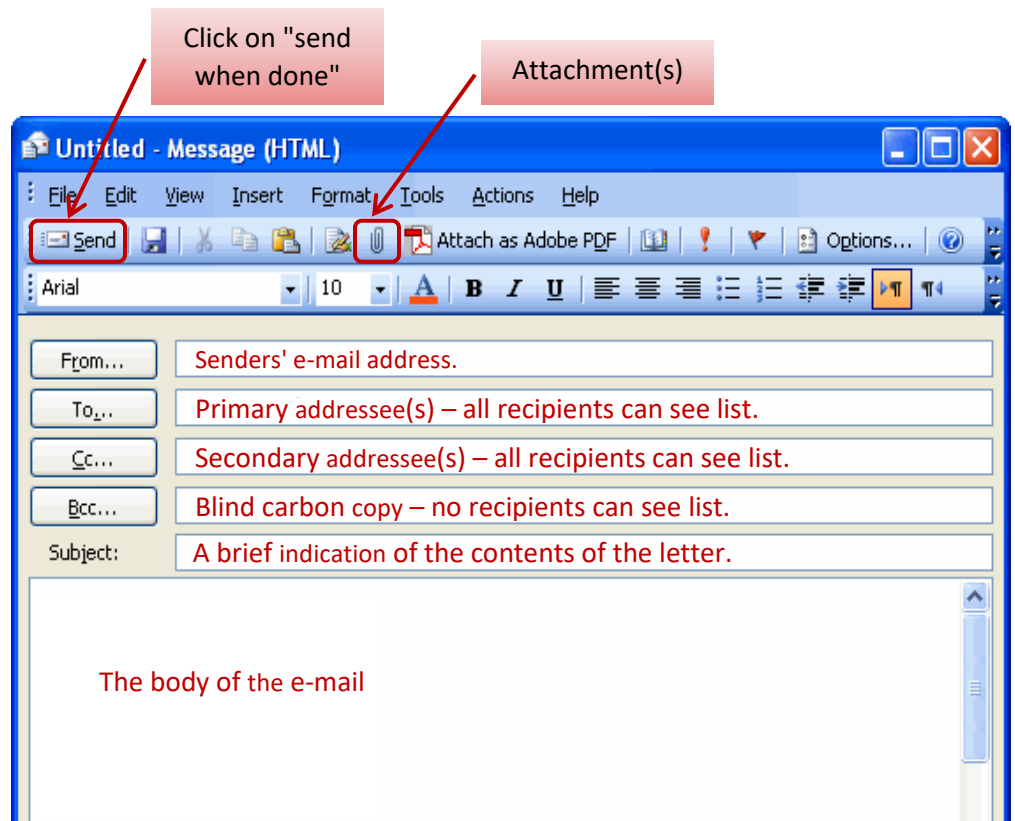
Difference	Memo	Business letter
Usage (where)	inside	Outside
Length	Short	Long
salutation	Salutation is not use	Salutation is compulsory part of letter
Complimentary close	not use	Indispensable part of the letter
Signature	Not required	Is must for a letter
Envelope	Not need	Need
Stamp	not need	Need

2.3 Other Type of Written Communication الدرس الثالث

Electronic mail (E-mail)

الإيميل is one of the most common methods of **electronic** communication. .

It allows businesses and individuals to communicate by sending texts or images instantly **via Internet**. E-mails can be used to send **letters, memos, reports, photographs, videos, sounds, other images**.



Example: You are working in Future Company, and your manager told you to write an E-mail and send it to Mr. Nabeel Mohamed and tell them to provide the following equipment for the company:

- Two photocopy machines, One franking machine and Two jogger machines

Required: Prepare the E-mail in the below form using the following notes:

1. Mr. Nabeel’s E-mail is **Nabeel@capitalequip.com**
2. Write a good salutation & complimentary close
3. Write a good subject for E-mail
4. Send a copy to **Afnan@futuerco.com**
- 5.

The image shows an email composition interface. At the top, there are fields for 'To...', 'Cc...', and 'Subject'. The 'To...' field contains 'Nabeel@capitalequip.com', the 'Cc...' field contains 'Afnan@futuerco.com', and the 'Subject' field contains 'Order for equipment'. Below these fields is a 'Send' button. The main body of the email contains the following text:

Dear Mr. Nabeel Mohamed,

Please provide us the following equipment:

- Two photocopy machines
- One franking machine
- Two jogger machines

Yours Sincerely,

At the bottom, there are two tables. The first table, titled 'Correct Salutation' and 'Use', lists various salutations and their appropriate uses. The second table, titled 'Complimentary Close' and 'Use', lists 'Yours sincerely' and 'Yours faithfully' with their respective uses. Arrows indicate that the salutation 'Dear Mr. Nabeel Mohamed,' is derived from the first table and 'Yours Sincerely,' is derived from the second table.

Correct Salutation	Use
Dear Miss. Batool	A person you know his gender (female – male) and name.
Dear Mr. Ali	
Dear Sir\Madam	When the name of the receiver is <u>unknown</u> .
Dear Sir	
Dear Madam	

Complimentary Close	Use
Yours sincerely	Receiver’s name is <u>known</u>
Yours faithfully	Receiver’s name is <u>unknown</u>

Comparison مقارنة

Comparison	Business Letter	Memo	E- mail
Distribution	Outside/ Inside	Inside	Outside/ Inside
Envelop	Yes	No	No
Signature	Yes	No	No (e-signature)
Parts	Long	Short	Long/ Short
Cost	More	Less	Less
Postal Stamp	Yes	No	No
Salutation	Yes	No	Yes
Complementary Close	Yes	No	Yes

A report التقرير is a document that is prepared to give the results of an investigation. There are two types of reports: **Formal and informal**.

1- Informal Report تقرير غير رسمي

The informal report, may be presented in a memo form under an appropriate subject heading, and with subheadings which are considered necessary as well.

Parts of Informal Reports:

1. Introduction	<ul style="list-style-type: none"> ▶ Background details, ▶ a description of the current situation, ▶ and the reason for the report.
2. Findings	▶ Information gathered on the subject.
3. Conclusion	▶ Recommendations as to what action ought to be taken.

2- Formal Report تقرير رسمي

is written in a professional and formal manner to address complex issues. Formal reports may be used to convey information, analyze an issue or a problem, and provide a recommended course of action. Formal reports are usually written in the third person. **They do not use the words 'I', 'We' and 'You'**.

Forms الاستمارات are used to collect specific and standard information, e.g. application form, invoice, order form, loan, license, and time sheet are all examples of different types of forms.

A job description الوصف الوظيفي is a written document that provides all the details about what a job involves. A job description needs to include:

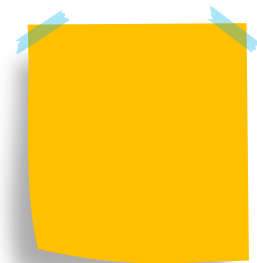
Title:	Accounting Clerk
Job purpose:	To join the accounting team in the recording of financial transactions and the handling of financial information.
Location:	ABC Trading Co., Manama
Responsibilities:	
	<ol style="list-style-type: none"> 1. Matching, batching and coding invoices. 2. Matching invoices to purchase orders. 3. Arranging payments through cheques and BACS. 4. Allocating items of expenditure to cost centers. 5. Dealing with internal expense claims.
Department	Finance Department
Responsible for:	Accountant Assistant
Accountable to:	Finance Manager
Salary:	BD 530 – 850 depending on experience.
Hours and conations of work:	
	<ul style="list-style-type: none"> - 40 hours per week (7:30 am – 4:30 pm) - 5 weeks' holiday a year.

- ✓ Job title - for example, Accounting Clerk.
- ✓ The main duties of the job - for example, recording of financial transactions and the handling of financial information.
- ✓ The department the job is in, such as the finance department or production department.
- ✓ Responsibilities – what the job holder is responsible for supervising/managing.
- ✓ Accountability - who the job holder reports to.
- ✓ Working conditions, hours and wages or salary.
- ✓ The name and location of the business organization.

The main purpose of a job description is to show clearly what is expected of an employee.

Notice Board لوحة الإعلانات : A notice is normally used to display factual information which is open to anyone to read, such as health and safety regulations, training courses, or work celebrations and parties. Notices are normally displayed in prominent places.

Notices provide a **cheap** way of communicating the same information to a large number of people but they may not be read, or may be ignored.



Example :

Fill the invoice No. BA2333 which is to be sent today to the XYZ Company, P.O. Box: 2873, Isa Town, Kingdom of Bahrain, against their order No. 2134, which was ordered two days before.

The company gives 6% trade discount in each invoice. The Sales Manager's name is Yousif Abdulla.

<u>Item No.</u>	<u>Quantity</u>	<u>Description Unit</u>	<u>Price</u>
TOS 009	12	Laptop Computer	BD 190.000
MA 234	22	Computer Table	BD 40.000
CH 435	16	Chair	BD 25.000



Diplomatic Area
 Phone: 17555333 – Fax: 17555333
 P.O. Box: 5655
 Manama - Kingdom of Bahrain

Invoice

Sent to XYZ Company
P.O. Box: 2873, Isa Town, Kingdom of Bahrain

Location	Order No.	Order Date	Invoice No.	Invoice Date
Isa Town	2134	2/3/2021	No. BA2333	4/3/2021

S. No. Items	Item Details	Quantity	Unit Price		Total Price	
			BD	Fils	BD	Fils
TOS 009	Laptop Computer	12	190	000	2280	000
MA 234	Computer Table	22	40	000	880	000
CH 435	Chair	16	25	000	400	000

Yousif Abdulla
Sales Manager
 Signature

Total Price	3560.000
6% Discount	213.600
Net Amount Due	3346.400

Example: Find the appropriate document/way to be used in each of the following situation, then determine its type by placing (✓) in each column.

Note: situation no.1 was done as an example.

No	Situation	Name of Document/ Way	Communication	
			Written	Oral
1.	The sales manager, sami wants to see all the sales employees to dicuss the marketing project tomorrow at 10 a.m.	Meeting		✓
2.	Hayfa wants to pass a message to all of her friends at the same time	Email/ SMS/ Telegram/ Line/ IMO/ Viber/ Tango/ Whatsapp	✓	
3.	I want to investigate a problem, evaluate a situation or purpose to change something	Report/ Meeting	✓	
4.	The general manager, Saleem wants to pass a message to all of departments head inside the organization	Memo/ E-mail	✓	
5.	My manager would like to write a message for the employees in our branch in Oman	Business Letter/ Email	✓	

Chapter 3

3-1 Oral Communication in the Workplace (التواصل الشفوي)

Oral communication التواصل الشفوي : It is the exchange of ideas or information by spoken words in a business setting; it can take place between two people or within groups at every level of every kind of organization.

The advantages and disadvantages of oral communication are outlined in Table below:

Advantages <u>الاجابيات</u>	Disadvantages <u>السلبيات</u>
✓ Information can be quickly sent.	✗ A record of message may not be kept.
✓ Allows immediate feedback.	✗ In a meeting, some people may not listened.
✓ Can use body language/gestures to support message.	✗ Negative body language may create a barrier.
✓ Allow you to give same messages to many people at the same time.	✗ Face-to-face meetings are not always possible.

Purpose of Oral Communication غايات التواصل الشفوي

- ✓ To get information we need and give information that others need.
- ✓ We use persuasion to influence others to feel certain emotions and attitudes or to do certain things.
- ✓ To reduce conflicts, solve problems, make decisions.
- ✓ Sell customers and/or deal with their complaints.
- ✓ To motivate people.

3-2 Method of Face-to-Face Communication (الدرس الثاني (التواصل وجهًا لوجه)

1. Presentation العرض واللقاء	It is the modern, business equivalent of the formal lecture, in which one person talks to a group of people about a topic of business interest. As it is formal, a presentation has to be prepared and delivered with considerable care. Your speech should contain three main parts: <ul style="list-style-type: none"> ✓ an introduction, ✓ the body (the main topic), ✓ a conclusion (what you
2. Interviews: المقابلات	is a conversation between two or more persons in which the interviewer asks the questions to which the interviewee responds. Of course, the interviewee can also ask questions. One of the most types of interviews is the job interview.

Compare between the following according to the differences listed in the table:
مقارنة

Points of Difference	Oral Communication	Written Communication
Definition	It is the exchange of idea or information by spoken words in business.	Written communication involves any type of messages that makes use of written words.
Record	no record	Have a written record
Media (example)	Interview – presentation – meeting – over the phone	Business letter – e-mail – memo - form – report
Feedback	Fast	Slow
Cost (high/less)	Less	high
Barriers	Less	more

3-3 Telephone Communication (التواصل عبر الهاتف) الدرس الثالث

The Importance of Telephone

The fixed telephone (or landline), mobile telephone and also tablets and computers are vital pieces of equipment in modern businesses.

- ✓ They allow managers and employees within an organization to talk to each other, to their customers, to suppliers and to other organizations, almost anywhere in the world and at any time of the day.

The cost of equipment and calls can be **expensive** but they save on time and money when compared to other forms of communication.

<u>Suitable مناسب</u>	<u>Unsuitable غير مناسب</u>
✓ Speed is important.	✗ The subject is highly confidential.
✓ You need to discuss something with someone and cannot do so in person.	✗ Full written record of an exchange is needed.
✓ To discuss documents in details but holding a meeting is impossible.	✗ The subject is complicated and needs to be considered carefully and at some length by the other person.

Telephone Etiquette

<u>Receiving a call استقبال المكالمات</u>	<u>Making a Call الاتصال</u>
Answer promptly with your organization's standard greeting, and identify yourself or your department.	Check you know the reason for making the call.
Sound pleasant and cheerful and listen carefully.	Write down the information you must give or find out.
Have a pen and notepad to hand.	Introduce yourself and explain why you are calling.

Taking Messages:

The message sheets used in offices has the following details of the caller:

- ✓ Caller’s name (get the correct spelling), company/department and number.
- ✓ Name of person for whom the message was left.
- ✓ Date and time.
- ✓ Action to be taken (i.e., “Please Call,” “Will call back,” or “URGENT”).
- ✓ Message in short.
- ✓ Name of the person who received the call.

Example : مثال

Fill a telephone message sheet using the following information:

Before her manager (Mr. Rashid Yousif) arrived to the office, the secretary (Ms. Fatima Omar) received today (at 8:15 a.m.) a call from Mr. Fahad Ebrahim (from Andalus Co., Tel. no. 14445888). He wanted to inform the manager that he had received (yesterday evening) the goods sent to his showroom (German Lights) in a good condition.

For	Mr. Rashid Yousif	Urgent <input type="checkbox"/>
Date	today’s date	Time 8:15 a.m.
While You Were Out		
M	Mr. Fahad Ebrahim	
Of	Andalus Co.	
Phone	14445888	
	<small>AREA CODE</small>	<small>NUMBER</small>
		<small>EXTENSION</small>
Telephoned	<input checked="" type="checkbox"/>	Please call <input type="checkbox"/>
Came to see you	<input type="checkbox"/>	Returned your call <input type="checkbox"/>
Will call again	<input type="checkbox"/>	Wants to see you <input type="checkbox"/>
Message	He wanted to inform the manager	
	that he had received (yesterday evening)	
	the goods sent to his showroom (German	
	Lights) in a good condition.	
Signed	Fatima Omar	

TELEPHONE MESSAGE

Example1: Prepare a telephone message using the following information:

Before her manager arrive to the office, the secretary (Ms. Fatima Omran) received today (at 8:15 a.m) a call from Mr. Fadi Ebrahim (Tel. 17292597). He wanted to tell the manager that he received (yesterday evening) the goods sent to his showroom (German Lights) in a good condition.

TELEPHONE MESSAGE

For: The manager Date: تاريخ اليوم

Mr Fadi Ebrahim Of: German Lights

Phone No. 17292597 Time: 8:15 a.m

Telephoned	<input checked="" type="checkbox"/>	Please phone	
Called to see you	<input type="checkbox"/>	Returned you call	
Wanted to see you	<input type="checkbox"/>	Urgent	

Message:
He wanted to tell the manager that he received (yesterday evening) the
goods sent to his showroom (German Lights) in a good condition

Taken by: Ms. Fatima Omran

Example2: Fill the telephone message below from the conversation held on Sunday 12th May 2018 at 10:45 a.m.

Telephonist : Good morning, Al Zamil Stationeries.

Caller : Good morning, may I talk to your Sales Manager Mr. Saleh Rashid

Telephonist : I am sorry to inform you that Mr. Rashid is currently at staff meeting and he asked me to take messages for him.

Caller : Oh yes, but this is rather urgent, please pass to him that Mr. Khalil Ahmed from Ministry of Education called to enquire about urgent supplies of 100 reams of A4 papers by earliest tomorrow morning.

Telephonist : Yes Sir, of course but I shall need your direct number for immediate contact

Caller : Yes, it is 17253522 – ext. 303 and please let him call me back for confirmation. Thank you for your co-operation

Telephonist : (Marwa Moh’d) Thank you Sir.

TELEPHONE MESSAGE

For: Mr. Saleh Rashid
Mr Khalil Ahmed
Phone No. 17253522

Date: 12/5/2018
Of: Ministry of Education
Time: 10:45 a.m.

Telephoned	•	Please phone	•
Called to see you		Returned you call	
Wanted to see you		Urgent	•

Message:
Urgent supplies of 100 reams of A4 papers by earliest tomorrow morning.
.....
.....

Taken by: Marwa Moh’d

Chapter 4

4-1 Types of Meetings (أنواع الاجتماعات) الدرس الأول

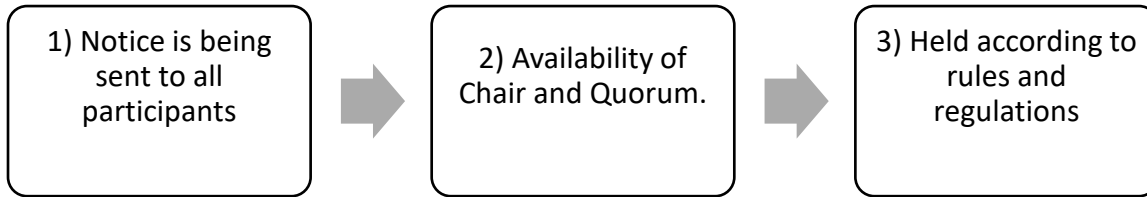
Meetings الاجتماعات take place when two or more people come together to discuss one or more topics for the **following purposes:**

✓ to share information	✓ to make decisions	✓ to motivate members
✓ to evaluate ideas	✓ to create a document	✓ to develop plans

Types of Meetings

<p>FORMAL MEETINGS: الاجتماعات الرسمية</p>	<p>Meetings are conducted according to specific, predetermined which can include:</p> <ul style="list-style-type: none"> ✓ the frequency with which the meeting should be held, whether annually, monthly and so on. ✓ the amount of advance notice that must be given. ✓ the number of persons that must be present (the quorum). ✓ the level of documentation that is needed, such as minutes, and written notice. ✓ the purpose of the meeting. ✓ the agenda. <p>امثلة على اجتماعات رسمية :</p> <table border="1" data-bbox="490 1117 1464 1318"> <tr> <td>❖ General Meeting,</td> <td>❖ Annual General Meeting (AGM),</td> </tr> <tr> <td>❖ Extraordinary general meeting (EGM),</td> <td>❖ Board Meeting and Committee Meeting,</td> </tr> <tr> <td colspan="2">❖ Statutory Meeting (between company and its shareholders).</td> </tr> </table>	❖ General Meeting,	❖ Annual General Meeting (AGM),	❖ Extraordinary general meeting (EGM),	❖ Board Meeting and Committee Meeting,	❖ Statutory Meeting (between company and its shareholders).	
❖ General Meeting,	❖ Annual General Meeting (AGM),						
❖ Extraordinary general meeting (EGM),	❖ Board Meeting and Committee Meeting,						
❖ Statutory Meeting (between company and its shareholders).							
<p>INFORMAL MEETINGS الاجتماعات غير الرسمية</p>	<p>usually easier to arrange as there are no formal rules to follow, except those devised by the organization itself</p> <p>The main types of informal meetings are:</p> <ul style="list-style-type: none"> • Staff meetings between employees in the same, or different, departments. There may be a meeting of the entire staff to give them important information. • Departmental meetings, which are held between a manager and their staff. 						
<p>VIDEO CONFERENCING: الاجتماعات المرئية عبر الانترنت</p>	<p>The internet and modern telephone systems can be used to send live video pictures as well as sound over very long distances. This means business meetings can be held between people located in different places in the world without the need to travel to meet face-to-face.</p>						

Validity of the Meeting



Name	Definition
Quorum النصاب القانوني	Is the minimum number of participant, that must be present at a meeting to make it valid
Chairman الرئيس (مسؤول الاجتماع)	A person who manages and controls the meeting.

4-2 Meeting Documents (ملفات الاجتماعات) الدرس الثاني

Notice الاشعار بالاجتماع	<p>It is any form of communication sent to the members of the meeting, to inform them of a time, date and place of the meeting. <u>A notice is to inform the participants about the meeting, and it could be in one of the following forms:</u></p>						
	<table border="1"> <tr> <td>❖ Written or typed advance notice.</td> <td>❖ Press notice.</td> </tr> <tr> <td>❖ Bill posting.</td> <td>❖ Door-to-door handbills.</td> </tr> <tr> <td>❖ A notice board.</td> <td>❖ Broadcasting.</td> </tr> </table>	❖ Written or typed advance notice.	❖ Press notice.	❖ Bill posting.	❖ Door-to-door handbills.	❖ A notice board.	❖ Broadcasting.
	❖ Written or typed advance notice.	❖ Press notice.					
❖ Bill posting.	❖ Door-to-door handbills.						
❖ A notice board.	❖ Broadcasting.						
<p>All notice forms <u>must contain certain basic information</u>, namely:</p> <ul style="list-style-type: none"> ✓ The venue. ✓ The day, date and time of the meeting. ✓ The details of any special business to be transacted. ✓ The type of meeting, e.g. public, committee. ✓ The date of the notice. ✓ The convener's name. 							

<p>Agenda جدول أعمال الاجتماع الأجندة</p>	<p>is usually distributed to a meeting's participants prior the meeting, so that they will be aware of the subjects to be discussed, and are able to prepare for the meeting accordingly.</p> <p><u>A typical agenda contains the following fixed items:</u></p> <ul style="list-style-type: none"> ✓ Welcome/open meeting. ✓ Apologies for absence. ✓ Approve minutes of the previous meeting. ✓ Matters arising from the previous meeting. ✓ A list of specific points to be discussed – this section is where the bulk of the discussion in the meeting usually takes place. ✓ Any other business (AOB) – allowing a participant to raise another point for discussion. ✓ Arrange/announce details of the next meeting.
<p>Minutes محضر الاجتماع</p>	<p>The minutes are used to document all proceedings, from the start of the meeting to its conclusion. They are a permanent record of the decisions and activities of the organization. <u>The minutes are vital because they:</u></p> <ul style="list-style-type: none"> ✓ provide a full record of the discussion at the meeting. ✓ identify the actions taken or that should be taken, and by whom. ✓ record whether the goals have been achieved. ✓ assist in planning future meetings <p><u>The minutes must contain:</u></p> <ul style="list-style-type: none"> ✓ date, time and venue of the meeting. ✓ name of all attendees. ✓ apologies for absences, if given. ✓ name of the chairperson. ✓ purpose of the meeting. ✓ issues being discussed, usually in the order indicated on the agenda. ✓ decisions taken. ✓ date, time, venue and purpose of the next meeting

Example1: Prepare a notice with an agenda using this piece of information:

A quarterly meeting for all teachers
On 14 April 2018, 11:30 at the main hall. **Topics:** Performance appraisal, motivating students, student’s final exam & grades **Note:** Bring all necessary files.

Notice and Agenda
.....A quarterly meeting for all teachers.....

Time	Date	Place
11:30	14 April 2018	Main hall

Agenda

- Performance appraisal
- Motivating students
- Student’s final exam
- Student’s grades

Note: ..Bring all necessary files..... See: ..Any Teacher.....

Example2: Read the following document and answer the questions below:

NOTICE OF A MEETING & AGENDA

Please be informed of our Monthly Teacher’s Meeting, scheduled on Sunday, 26 May 2018, at 10:00 a.m. in the Conference Room

The agenda will be as follows:

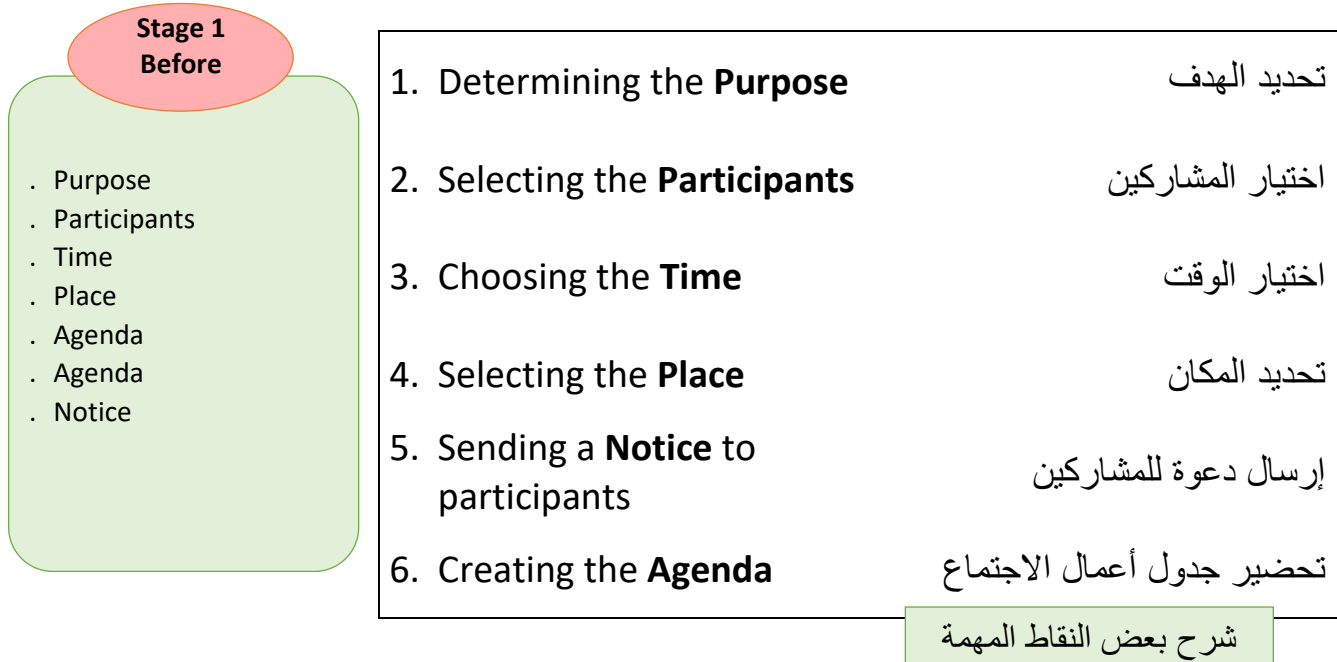
1. Apologies for absence.....
2. Minutes of last meeting.....
3. Matters arising from the last meeting..
4. Any other business (AOB).....
5. Date of next meeting.....

Mariam Jabber Date: 20th May, 2018
Head Master

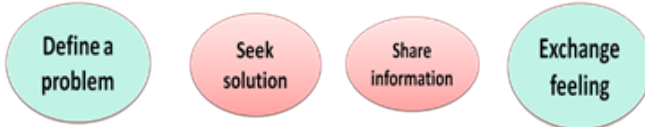
Enc: Minutes of Meeting 13th April 2016

- 1) When was the above notice sent? 20th May 2018.....
- 2) Is there an enclosure attached? If and mention it. Yes, Minutes of Meeting.....
- 3) When and where the meeting will be? Sunday 27 May, 2018, Conference Room.....
- 4) Who will receive the above document? Teachers
- 5) Complete the Missing parts of Agenda

4-3 Stages of a Meeting مراحل الاجتماع



1. Determine the purpose of the meeting:



5. Selecting the Place:

✓ Availability of the room.	✓ Appropriate size of the room.	✓ Appropriate furniture.
✓ Suitable lights and ventilation.	✓ Free from noise.	✓ Cost.

**Stage 2
During**

- . Greeting
- . Direct meeting
- . Final comments
- . Close

1. Establish friendly atmosphere by Greeting the participants	خلق جو ودي والترحيب
2. Direct the flow of the meeting	التوجيه
3. Make sure that the secretary or the meeting reporter is writing note.(minutes)	التأكد من كتابة محضر الاجتماع من قبل الموظف المعني
4. Present Final Comments (Voting)	التعليقات النهائية (التصويت)
5. Close the meeting	إنهاء الاجتماع

شرح بعض النقاط المهمة

2-Direct the flow of the meeting

- Start the meeting
- Use the agenda to guide
- Encourage member participation
- Make sure that the secretary is writing notes

5- Close the meeting

- Tell participants the time. Place, and objectives of the next meeting
- Thank the group for their participation

**Stage 3
After**

- . Notes
- . Follow up
- . Evaluate

1. Check the Notes	مراجعة الملاحظات
2. Follow up to see that the appropriate actions are taken	المتابعة
3. Evaluate the meeting	التقييم

Roles in a Meeting الأدوار في الاجتماع

<p>Chairperson الرئيس رئيس الاجتماع</p>	<p><u>The duties of a chairperson involve the following:</u></p> <ul style="list-style-type: none"> ✓ Knowing the rules, regulation and procedures relating to the meeting – particularly what is allowed and what is not. ✓ Starting the meeting on time. ✓ Ensuring that apologies are recorded from people who cannot attend. ✓ Ensuring that all participants know each other and introducing any new participants. ✓ Stating the 'ground rules' that apply and follow meeting protocol. ✓ Following the agenda. ✓ Providing relevant background information on a topic and encouraging discussion. ✓ Ensuring that everyone has the opportunity to putting forward their views, but not to talk for too long. ✓ Summarizing the discussion and put forward the action to be taken. ✓ Arbitrating – using their casting vote – if there is deadlock between members. ✓ Closing the meeting properly and on time. ✓ Checking, approving and signing the minutes afterwards.
<p>Secretary السكرتارية</p>	<p>The secretary is in control of scheduling the meetings as needed, taking the minutes, and if there is any necessary follow-up, he/she is tasked with this as well.</p>

**KINGDOM OF BAHRAIN
MINISTRY OF EDUCATION
DIRECTORATE OF EXAMINATIONS / EXAMINATION SECTION**

SECOND SEMESTER EXAM 2022/2023

**MODEL
ANSWERS**

COURSE NAME: Communication Skills

TRACK: Unified Track

COURSE CODE: 213 ادر

✓ Commit to the Model Answer, with taking into account other correct logical answers.

TIME: 1½ Hour

QUESTION ONE:

[10 Marks]


(A) State whether the following sentences are true or false:

(5 × 1 = 5 Marks)

1. () Formal meetings are planned, structured, and usually conducted at specific times. ✓
2. () Any image that is used to communicate an idea is known as nonverbal communication. ✗
3. () A business letter is the best way to pass information within the company. ✗
4. () Notices provide a cheap way of communicating the same information to a large number of people but they may not be read, or may be ignored. ✓
5. () Effective listening helps you in making decisions. ✓

(B) Read the MEMO and answer the following questions:

(5 × 1 = 5 Marks)

MEMO	
To : Sales Department	
From : HR Manager	
Date : 3 April, 2023	
Copy to: General Manager	
Subject : Monthly Review Meeting	
<p>The next monthly review meeting has been scheduled for Wednesday 6 April, 2023 from 9:00am to 11:30am. Please make sure to attend.</p>	

1. Who is the receiver? **Sales Department**
2. Who is the sender? **HR Manager**
3. When the memo written? **3 April, 2023**
4. What was the memo about? **Monthly Review Meeting**
5. A copy of the memo must be given to: **General Manager**

QUESTION TWO:**[9 Marks]**

Circle the correct answer:

1) The following are purposes of communication except:

- a. Pass and receive messages. b. Ignoring others.
- c. Checking and receiving feedback. d. Method to discuss issues.

2) Which of the following is a part of report?

- a. Carbon Copy b. Complimentary close
- c. Procedure d. Salutation

3) Occurs when information is passed from top management to employees:

- a. Downward communication b. External communication
- c. Verbal communication d. Upward communication

4) When selecting the meeting venue, make sure that there is/are:

- a. stationery items b. an agenda
- c. a notice sent to participants d. adequate light and ventilation

5) A letter starting with Dear Mr. Jassim, should be closed with:

- a. Yours sincerely b. Yours faithfully
- c. Best wishes d. Best regards

6) While using telephone, your voice should be:

- a. Impersonal b. Unclear
- c. Natural d. Boring



7) Which of the following is an example of informal meeting?

- a. General meeting b. Staff meeting
- c. Annual General Meeting d. Statutory meeting

8) All of the following are types of oral communication EXCEPT:

- a. Presentations b. Interviews
- c. Meeting d. Notice boards

9) An interview represents the in the communication process:

- a. Barrier b. Channel
- c. Sender d. Receiver

QUESTION THREE:

[10 Marks]

Read the following document, and then answer the questions below:

DELMON COMPANY

NOTICE OF THE MEETING

A Board of Directors meeting will be conducted to discuss about the company's development on 17 April 2023 at 10:00 am at the conference hall.

AGENDA

1. Apologies for absence./
2. Minutes of the last meeting./
3. Matters arising from the last meeting.
4. Annual turnover of the company.
5. Finalizing the objective of the company.
6. Discussion on marketing strategies.
7. Any other business./
8. Date of next meeting./

Noora Khaled
Secretary

10 April 2023

Enc: Minutes of meeting 5 April 2023

الإسلام
عبد الرحمن
الإمام

1) Who was the sender of above document?

Noora Khaled / or secretary

2) Which type of meeting is mentioned in the above notice? Formal/ Informal

3) Is there any enclosure attached with the notice? If any mention it?

Yes/, Minutes of meeting 5 April 2023/

4) When and where is the meeting planned to be conducted?

When: (Date) 17 April 2023/ Where: conference hall/

5) Complete the missing parts of the agenda (parts 1-2 and 7-8).

QUESTION FOUR:

[11 Marks]

Fill in a telephone message sheet from a conversation recorded on Sunday by the Secretary at 10:30 am in 14 May 2023:

Secretary : Good morning, Delmon Company, Amina Hassan speaking.

Caller : Good morning, this is Faisal Ali from International Data could I speak to Mr. Talal Khaled, please?

Secretary : I'm afraid Mr. Talal is out of the office. Would you like to leave a message?

Caller : Yes please, could you ask him to call me? It's urgent, my number is 2223136. It's about our meeting next week.

Secretary : Let me repeat it. It's 2223136.

Caller : That's right

Secretary : Fine. I'll ask him to call you, as soon as he gets in.

Caller : Thank you, goodbye.

Secretary : Goodbye.

For Mr. Talal Khaled/	Urgent <input checked="" type="checkbox"/>
Date 14 May 2023/	Time 10:30 am/
While You Were Out	
Mr. Faisal Ali /	
Of International Data/	
Phone 2223136/	
AREA CODE	NUMBER
EXTENSION	
Telephoned <input checked="" type="checkbox"/>	Please call <input checked="" type="checkbox"/>
Came to see you <input type="checkbox"/>	Returned your call <input type="checkbox"/>
Will call again <input type="checkbox"/>	Wants to see you <input type="checkbox"/>
Message	
It's about our meeting next week./	
Signed Amina Hassan / or secretary	

QUESTION FIVE:

[20 Marks]

- a) Ahmed is the chairman of the company. He decided to hold a meeting to the shareholders to discuss about the profit and loss of the year. During the meeting, one of the shareholders asked a question about the percentage of profit and loss.

From the paragraph above, find the process of effective communication: (5 × 1 = 5 Marks)

- Receiver : Shareholders/
- Sender : Mr. Ahmed / or Chairman
- Channel : Meeting/
- Message : Discuss about the profit and loss./
- Feedback : Ask question /

- b) Fill in the table by identifying whether the method of communication is internal or external: (3 × 1 = 3 Marks)

Cases	Internal/External
Delmon Company does a telephone survey with the company customers.	External
An e-mail is sent by the manager to Delmon Company's employees about the new data protection rules.	Internal
Delmon Company's accounting manager has a meeting with ABC Bank.	External

- c) Compare between the following according to the differences listed in the table:

(12 × 1 = 12 Marks)

Points of Difference	Oral Communication	Written Communication
Definition	It is the <u>exchange/ of ideas or information by spoken words./</u>	It is the <u>exchange/ of ideas or information by written words./</u>
Record (yes/no)	No/	Yes/
Feedback (fast/slow)	Fast/	Slow/
Cost (high/less)	Low/	High/
Example	Face to face /– interview – phone – presentation ...etc	Letter /– memo – notice board

End of Answers

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

**KINGDOM OF BAHRAIN
MINISTRY OF EDUCATION
DIRECTORATE OF EXAMINATIONS / EXAMINATION SECTION**

RESIT SEMESTER EXAM 2022/2023

**MODEL
ANSWERS**

COURSE NAME: Communication Skills

TRACK: Unified Track

COURSE CODE: 213 ادر

✓ Commit to the Model Answer, with taking into account other correct logical answers.

TIME: 1½ Hour

QUESTION ONE:

[14 Marks]

(A) Enter each of the following communication channel under the correct heading in the table below: (8 × 1 = 8 Marks)

poster meeting letter gestures
eye contact e-mail diagram interview

Communication Channels			
Oral	Written	Visual	Nonverbal
meeting	letter	diagram	eye contact
interview	e-mail	poster	gestures

(B) Read the following cases, and then answer the question below: (3 × 2 = 6 Marks)

- Fahad and Jabber are working in the same organization but in different departments. One day at lunchtime, Fahad informed Jabber that due to computerization some people are going to be retrenched from the organization. Name which type of communication is this formal or informal communication.

Informal Communication

- You are the manager of the marketing department and you are having a meeting with the managers of the financial department and production department about budgeting for a special project. What type of internal communication is being used in this situation?

Horizontal Communication

- Fatima is a manager who is out of town on a business trip. She needs to get some measurements to a member of her staff rather quickly so a presentation can be updated. She chooses to send the information via an e-mail. This is an example of communication

Written

الإمام حسين

QUESTION TWO:

[16 Marks]

(A) State whether the following sentences are true or false:

(5 × 1 = 5 Marks)

1. () One of the conditions in validity of the meeting is the availability of both the chairperson and the quorum. ✓
2. () In improving communication skills, we must ignore the listening skills. ✗
3. () A business letter is only used to pass information or instructions to someone within your organization. ✗
4. () A presentation is a good type of verbal communication. ✓
5. () A good technique for closing the call is to say 'bye bye'. ✗

(B) XYZ Ltd is a small manufacturing company that wants to improve communication throughout the organization. XYZ is a family business based in Muharraq and it relies a great deal on traditional forms of communication such as letters and notice board. The management is concerned about the lack of two-way communication and feedback. Because XYZ is a relatively small business, managers are constantly talking to employees and using oral communication. The management of XYZ think that they can improve communication by introducing an app and outlook software. (11 × 1 = 11 Marks)

a) Define the term 'Communication'.

Communication is the transfer of a message/ from a sender to a receiver/ who understands the message/.

b) Outline two forms of written communication that the mangers of XYZ could use.

1. Letters/
2. Notice board/

c) Write two benefits to XYZ of using effective communication.

1. Pass and receive messages./
2. Give instructions./ Page 15 and Activity (1.1.3)

d) Outline two problems for XYZ of using oral communication.

1. A record of message may not be kept./
2. Negative body language may create a barrier./ Page 62

e) How the management of XYZ will improve the communication in the company.

The management of XYZ think that they can improve communication by introducing **an app**/ and **outlook software**./

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السلامة والهدوء

QUESTION FOUR:**[10 Marks]**(A) Differentiate between formal and informal meeting in the following table: ($8 \times \frac{1}{2} = 4$ Marks)

Elements of difference	Formal Meeting	Informal Meeting
When conducted	Timing are set/	Happens whenever and wherever/
President (chair)	Yes/	No/
Agenda	Yes/	No/
Examples	General meeting/ - page 82	Staff meeting/ – page 83

(B) Read the following paragraph, then complete the telephone message given below:

Sara Jassim work as a secretary for the sales manager (Mrs. Mona Ebrahim) at ABC Bank. In 6-5-2023 while her manager was in meeting, she received a call at 9:30 am from Mr. Khalil Abdulla (from Cyber Center, Tel. no. 14445888), asking Sara to inform her manager urgently that the meeting will be switched to Wednesday 8th May. And he wants that manager to call him back. ($12 \times \frac{1}{2} = 6$ Marks)

For Mona Ebrahim/	Urgent <input checked="" type="checkbox"/>
Date 6-5-2023/	Time 9:30 am/
While You Were Out	
Mr. Khalil Abdulla/	
Of Cyber Center/	
Phone 14445888/	
AREA CODE	NUMBER
EXTENSION	
Telephoned <input checked="" type="checkbox"/>	Please call <input checked="" type="checkbox"/>
Came to see you <input type="checkbox"/>	Returned your call <input type="checkbox"/>
Will call again <input type="checkbox"/>	Wants to see you <input type="checkbox"/>
Message	
The meeting will be switched/ to Wednesday 8 th May./	
Signed Sara Jassim/ or Secretary	

QUESTION FIVE:

[12 Marks]

A. Read the advertisement which was published in one of the newspaper, then answer the questions: (6 × 1 = 6 Marks)

1. What the advertisement represent?

Notice

2. Who is the sender and receiver of this advertisement?

Sender: ABC Limited

Receiver: Share Holders

3. What are the important basic information that should be included in this advertisement? (only 3 points)

1. The venue

2. Day, date and time of the meeting


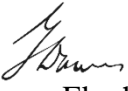
3. Type of meeting.

ABC LIMITED**Notice**

Notice is hereby given that the 22nd Annual General meeting of ABC LTD. will be held at Awal hall in Gulf Hotel on MONDAY, 22nd MAY, 2023, at 10:00 a.m. to transect the business set out in the notice convening the Annual General Meeting which will be sent to the Share Holders along with the explanatory statement under section 21 of Companies Act 2001.

For. ABC LIMITED

B. Look at the following letter, then label its parts pointed by the arrows: (/ × 6 = 6 Marks)

Letterhead	 ABC Company	Phone: 17686868 Fax: 17688888 P.O. Box: 221 Isa Town – Bahrain
Date	25 September 2022	
	Al-Masa Trading P.O. Box 2134 Manama Kingdom of Bahrain	Recipient's Address or Addressee
	Subject: <u>INQUIRY</u>	Subject
Salutation	Dear Sir,	
	We would like to enquire about the prices and the models available of your product laser printers.	
	We look forward to hearing from you soon.	
	Yours faithfully	Complimentary Close
	 Ameena Ebrahim Purchaser Manager	

End of Answers

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

**KINGDOM OF BAHRAIN
MINISTRY OF EDUCATION
DIRECTORATE OF EXAMINATIONS / EXAMINATION SECTION**

SECOND SEMESTER EXAM 2021/2022

**MODEL
ANSWERS**

COURSE NAME: Communication Skills

TRACK: Unified Track

COURSE CODE: ٢١٣ ادر

TIME: 1½ Hour

QUESTION ONE:

[10 Marks]

State whether the following sentences are true or false:

1. () Formal meetings are planned, structured, and usually conducted at specific times. ✓
2. () One of the conditions in validity of the meeting is the availability of both the chairperson and the quorum. ✓
3. () In improving communication skills, we must ignore the listening skills. ✗
4. () Telephone etiquette dictates that the person who calls is the one who should end the conversation. ✓
5. () A business letter is only used to pass information or instructions to someone within your organization. ✗
6. () The presentation and the interview are methods of face-to-face communication. ✓
7. () The main purpose of a job description is to show clearly what is expected from an employer. ✗
8. () The telephonist job is to answer all the telephone calls and transfer them to extensions requested by the callers. ✓
9. () The format of a report is usually determined by the audience, information and purpose. ✓
10. () Any image that is used to communicate an idea is known as nonverbal communication. ✗

8. A letter represents the in the communication process:
- a. Barrier.
 - b. Channel.
 - c. Sender.
 - d. Receiver.
9. are written records of the proceeding and resolutions taking place in a meeting.
- a. Minutes.
 - b. Notices.
 - c. Reports.
 - d. Enclosures.
10. Fatima is a manager who is out of town on a business trip. She needs to get some measurements to a member of her staff rather quickly so a presentation can be updated. She chooses to send the information via an e-mail. This is an example of
- a. Written communication.
 - b. Nonverbal communication.
 - c. Visual communication.
 - d. Oral communication.

QUESTION THREE:

[20 Marks]

Q1: Define the term “communication”.

2 marks

Communication is the transfer of a messages from a sender to a receiver, who understands the message.

Q2: Write two disadvantages of oral communication?

4 marks

- 1. A record of message may not be kept.**
- 2. Some people may not listen.**

Q3: Give Reasons: Upward communication is helpful.

4 marks

- 1. helps managers to understand the views and needs of subordinates.**
- 2. may alert managers to problems.**
- 3. makes staff feel valued and appreciated.**
- 4. provides managers with information to help them make decisions.**

Q4: Write two types of informal meetings.

4 marks

- 1. Staff meetings**
- 2. Departmental meetings**

Q5: There is barrier in the problem below. Mention the barrier and how you can overcome this barrier.

The message is too long and contains too many details, which prevent the main points to be understood.

4 marks

Barrier: Information overload

And methods to overcome the barrier is Avoid information overload. The message should be clear and brief.

Q6: Define the term “Quorum”.

2 marks

Quorum is the required minimum number of members needed to have a meeting.

End of Answers

KINGDOM OF BAHRAIN
MINISTRY OF EDUCATION
DIRECTORATE OF EXAMINATION / EXAMINATION SECTION

MODEL ANSWERS

RESIT EXAM 2018/2019

COURSE NAME : COMMUNICATION SKILLS

TRACK : UNIFIED TRACKS

COURSE CODE : 213 ادر

TIME : 1½ Hours

✓ Commit to the Model Answer, with taking into account other correct logical answers.

QUESTION ONE:

[½ × 14 = 7 Marks]

The following is a summary of a telephone call took place today at 08:15 a.m. between Miss Mariam Ahmed (Secretary) and Mrs. Amal Jabber from ABC Company.

“Mrs. Amal Jabber left a message for Mr. Fahad Isa manager of Accounting Department informing him that the cheque No. 8547 sent to her yesterday for the goods received, were found badly damaged and some were of the wrong size. She is very angry about this and wants Mr. Fahad to call her back immediately when he comes on the number 17234555 extension 453”.

Fill a telephone message sheet using the above information.

For Mr. Fahad Isa/		Urgent <input checked="" type="checkbox"/>
Date Exam Date /	Time 08:15 a.m./	
While You Were Out		
Mrs. Amal Jabber/		
Of ABC Company/		
Phone	17234555/	453/
	AREA CODE	NUMBER
		EXTENSION
Telephoned <input checked="" type="checkbox"/>	Please call <input checked="" type="checkbox"/>	
Came to see you <input type="checkbox"/>	Returned your call <input type="checkbox"/>	
Will call again <input type="checkbox"/>	Wants to see you <input type="checkbox"/>	
Message		
the cheque No. 8547 sent to her yesterday /		
for the goods received, were found badly/		
damaged and some were of the wrong size./		
Signed Mariam Ahmed/		

QUESTION TWO:

[1 × 14 = 14 Marks]

Read the following documents then answer the questions given below:

Memorandum

TO : Sales Manager
FROM : Distribution Manager
DATE : 29 April 2019
CC : General Manager
SUBJECT :??.....

The problem of damaged goods reaching our Newtown branch has been solved. It was discovered that the boxes were being loaded onto the truck without any rope attaching them.

I have met with the loading supervisor to tell him that this must not happen again.

1) Who is the sender?

Distribution Manager/

2) Who is the receiver?

Sales Manager/

3) When was it written?

29 April 2019/

4) Write a proper subject for the above Memorandum.

Delivery of damaged goods - Damaged Goods./

5) Who will receive a copy from the Memorandum?

General Manager/

6) Is the document used to pass information inside or outside the company?

Inside the company/

7) Compare between the letter and the memorandum according to the following:

Points of Difference	Letter	Memo
Envelopes	Yes/	No/
Signature	Yes/	No/
Parts	Long/	Short/
Complimentary Close	Yes/	No/

QUESTION THREE:

[1 × 8 = 8 Marks]

Circle the correct answer for each of the following questions, (only one answer is correct):-

1. A letter starting with Dear Mr. Abdulla Ahmed, should be closed with:
 (a) Yours sincerely. (b) Yours faithfully.
 (c) Best wishes. (d) Best regards.

2. As a secretary, you should keep your manager's telephone message in:
 (a) Memory. (b) Notice.
 (c) Phone Message Sheet. (d) Minutes.

3. Agenda of a meeting contains all of the following, except:
 (a) Matter arising from previous meeting. (b) Apologies for the absence.
 (c) Subjects to be discussed in the meeting. (d) Proposals.

4. The following are example of non-verbal communication except:
 (a) Business Letter. (b) Gestures.
 (c) Nodding. (d) Facial Expressions.

5. All the following are forms to call someone for a meeting, except:
 (a) Written notice. (b) Shaking hands.
 (c) Door to door handbills. (d) Broadcasting.

6. After sending the message, the sender becomes a receiver and the receiver becomes a sender through the process of:
 (a) Message. (b) Barriers.
 (c) Channel. (d) Feedback.

7. Meeting must start precisely on time, and participants must:
 (a) Arrive the meeting on time. (b) Not pay attention.
 (c) Disturb the chair. (d) Go to the work on time.

8. Occurs when information passed from Top Management to employees:
 (a) Upward communication. (b) Downward communication.
 (c) Horizontal communication. (d) Cross channel communication.

QUESTION FIVE:

[½ × 14 = 7 Marks]

Using the following information, prepare the notice and agenda of the meeting:

The General Manager of Aradous Company is planning the second meeting of Board of Directors to be hold on 26th March 2019, at 3:30 p.m. in the registered office of the company. The secretary (Mrs. Sara Rashid) wrote the following points: apologies, minutes of the last meeting, matters arising from the last meeting, financial irregularities of company accountants, confirmation of auditor's appointment, any other business and date and time of the next meeting.

Note: Use today's date.

Notice of Meeting and Agenda

The second meeting of **Board of Director/** will be held on **26th March 2019/**, at **3:30 p.m./** in the **registered office of the company./**

The agenda will be as follows:

1. Apologies for the absence.
2. Minutes of the last meeting./
3. Matters arising from the last meeting./
4. Financial irregularities of company accountants./
5. Confirmation of auditor's appointment./
6. Any other business.
7. Date and time of the next meeting./

Sara Rashid//
Secretary //

Date: Exam's date/

- END OF ANSWER -

**KINGDOM OF BAHRAIN
MINISTRY OF EDUCATION
DIRECTORATE OF EXAMINATION / EXAMINATION SECTION**

MODEL ANSWERS

SECOND SEMESTER EXAM 2018/2019

COURSE NAME : COMMUNICATION SKILLS

TRACK : UNIFIED TRACKS

COURSE CODE : 213 ادر

TIME : 1½ Hours

✓ Commit to the Model Answer, with taking into account other correct logical answers.

QUESTION ONE:

[10 Marks]

A. Read the information given carefully, and then answer the questions below: (1 × 5 = 5 Marks)

Sales were below target at the ABC Retail Store. The Sales Manager (Mrs. Amal Ali) was very concerned about this. She decided to write to every member of staff, to warn them of the problem of falling sales and how jobs were now at risk. In the letter she asked for ideas on how to increase sales. Staff were asked to confirm that they had received the letter and tell her if they had any good ideas.

- 1) Who is the sender of information in above case? Sales Manager/ (Mrs. Amal Ali).
- 2) What is meant by downward communication? (Use an example from the case above)
When information passed from Top Management to employees. /
Pass information from Sales Manager (Mrs. Amal Ali) to staff.
- 3) What is the communication channel being used? Letter/ or memo.
- 4) Who is the receiver of the message? Staff/
- 5) Did the communication involve feedback? Yes / No

B. State whether the following statement is TRUE (T) or FALSE (F):




(1 × 5 = 5 Marks)

No.	Statements	T/F
1	Non-verbal communication messages (such as looking, nodding, smiling) are related to behavior.	T
2	You can use phone when subject is highly confidential.	F
3	Formal meetings were planned, structured, usually conducted at specific time.	T
4	Mail wrongly addressed to your company should reposted.	T
5	Additional papers come with the letter is called Carbon Copy.	F

QUESTION TWO:

[8 Marks]

(A) Suggest suitable methods of communication (Media/Channel) for each of the below cases: (1 × 3 = 3 Marks)

Cases		Method of Communication (Media)
1. 	A business wants to inform a customer that an order will be delayed because an item is out of stock.	Telephone call/
2. 	A member of staff has to be informed that they have been promoted to a senior position and will be entitled to higher pay.	Letter/
3. 	An employee needs permission from supervisor to finish work 15 minutes early to take her son for a hospital appointment.	Face-to-face/

(B) Fill a telephone message sheet using the following information: (½ × 10 = 5 Marks)

Before her manager (Mr. Rashid Yousif) arrived to the office, the secretary (Ms. Alia Jabber) received today at 8:30 a.m. a call from Mr. Fahad Ebrahim (from Andalus Company, Tel. No. 17777222). He wanted to inform the manager that yesterday evening he received the goods sent to his showroom (German Lights) in a good condition.

For Mr. Rashid Yousif/	Urgent <input type="checkbox"/>
Date Exam Date /	Time 8:30 a.m./
While You Were Out	
Mr. Fahad Ebrahim/	
Of Andalus Company/	
Phone 17777222/	
AREA CODE	NUMBER EXTENSION
Telephoned <input checked="" type="checkbox"/> /	Please call <input type="checkbox"/>
Came to see you <input type="checkbox"/>	Returned your call <input type="checkbox"/>
Will call again <input type="checkbox"/>	Wants to see you <input type="checkbox"/>
Message Yesterday evening he received the goods sent to his showroom (German Lights) in a good condition.//	
Signed Ms. Alia Jabber/	

QUESTION THREE:

[1 × 8 = 8 Marks]

Circle the correct answer for each of the following questions, (only one answer is correct):-

1. Money received with letter must be entered in:

- (a) Register of outgoing mail. (b) Register of incoming mail.
(c) Circulation list. (d) Remittance book.

2. Occurs when information passed from employees to Top Management:

- (a) Upward communication. (b) Downward communication.
(c) Horizontal communication. (d) Cross channel communication.

3. In using telephone, your voice should be:

- (a) Impersonal. (b) Unclear.
(c) Natural. (d) Boring.

4. Anything that prevents understanding of the messages is known as:

- (a) Channel. (b) Barrier.
(c) Message. (d) Feedback.

5. Memo represent the In the communication process :

- (a) Barrier. (b) Communication Channel.
(c) Sender. (d) Receiver.

6. The final item for discussion in a formal meeting is known as:

- (a) Proposals. (b) Matter arising from the last meeting.
(c) Any other business (AOB). (d) Apologies for the absence.

7. The following are purposes of communication except:

- (a) To inform others. (b) To ignore others.
(c) To evaluate others. (d) To instruct other.


8. ENC. in business letter is an abbreviation which stands for:

- (a) Enclosures. (b) Carbon Copy.
(c) Complimentary Close. (d) Letter Head.

QUESTION FOUR:

[1 × 16 = 16 Marks]

Record the business letter in the following registers of Mail given below:



ARADOUS Company
P.O Box 547 – Phone: (00973) 555222
Manama – Kingdom of Bahrain

Ref. AM44/TR52 Date 28 April 2019

Mr. Abdulla Khalil
Sales Manager
P.O. Box 658
Manama
Kingdom of Bahrain


Dear Mr. Abdulla:

Subject: Payments

Please find enclosed a cheque for BD 160.000 (Account No. 1654) for the work carried out in reception area.

Thank you for your co-operation.

Yours sincerely,



Hamad Moh'd
Chief Buyer

ENC. Cheque

Register of Outgoing Mail				
Date	Reference	Sent to	Subject	Remarks
28 April 2019 /	AM44/TR52 /	Mr. Abdulla Khalil Sales Manager /	Payments /	*****

Register of Incoming Mail						
Today's Date	Sender	Reference	Date of letter	Subject	Delivered to	Remarks
Exam Date /	Hamad Moh'd Chief Buyer / Aradous Co.	AM44/TR52 /	28 April 2019 /	Payments /	Mr. Abdulla Khalil Sales Manager/	Cheque /

Remittance Book					
Today's Date	Sender	Type of Remittance	Account No.	Amount	Signature
Exam Date /	Hamad Moh'd Chief Buyer / Aradous Co.	Cheque /	1654 /	160.000 /	*****

QUESTION FIVE:

[1 × 8 = 8 Marks]

Notice of Meeting

Date: 21st January 2019

The second meeting of Aradous Company Board of Directors for the year 2019/2020 will take place in the company main branch, president conference room on Monday 11th February 2019 at 4:00 p.m. Items to be included on the agenda should be sent to the secretary to arrive no later than 5:00 p.m. on Wednesday 30th January 2019.

Sameera Ahmed
Secretary

Enc: Minutes of meeting of 11th December 2018.

Answer the following questions by referring to the above notice:

1) Who is the sender of the above notice?

Sameera Ahmed, Secretary/

2) Who are the meeting's participants?

Board of Directors/

3) When the above notice was sent?

21st January 2019/

4) What is the above notice about?

Second meeting of Aradous Company/ Board of Directors

5) Is there any enclosure attached with the notice? If any mention it?

Yes/, Minutes of meeting of 11th December 2018./

6) When and where the meeting was planned to be conducted?

Place: Company main branch/, president conference room.

Date: 11th February 2019/.

- END OF ANSWERS -