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### SECTION-E

**9. Answer briefly :**

- a) Define informal communication.
- b) What is external communication?
- c) How should we interpret visuals?
- d) What do we mean by making inferences?
- e) List two disadvantages of oral communication.
- f) What are voice mails?
- g) What is an agenda?
- h) Give a list of elements of the structure of a report.
- i) What do you mean by “Q” in SQ3R approach to reading?
- j) Define ‘Posture’ in communication.