



Hands-on Exercise No. 4
Batch-02 DSTP 2.0
Communication and Soft Skills

Total Marks: 10
Due Date: 29/09/2022

Instructions:

Please read the following instructions carefully before submitting this Hands-on Exercise:

- Use MS Word to prepare exercise solution.
- You may consult tutorials and videos if the concept is not clear.
- Your submitted exercise will not be considered/counted if:
 - It is submitted after due date.
 - It is not in the required format (.doc or .docx)
 - It does not open, or file is corrupt.
 - It is copied (partial or full) from any source (websites, forums, students, etc.)

Learning Outcome:

After completing this exercise, you shall be able to:

- Understand the Significance of Communication Skills
- Learn and apply the Etiquettes of Communication
- Communication Styles of Formal Communication
- Learn the Importance of Communication Skills for Freelancers
- Learn What You Need to Keep in Mind while Dealing with Clients?
- Learn Communication within Set Terms (Terms of Services)
- Learn How Negotiation Differs in Written and Oral Communication

Problem Statement

Read the following 5 most frequently asked questions by clients to freelancers on any freelancing marketplace or outside the marketplace.

Q1. Hello dear, can you help me to write two articles on my niche?

Q2. Do you generate content with the help of any tool or do it manually?

Q3. Can I see your previous work?

Q4. How long will it take you to complete the task?

Q5. Do you deliver plagiarism report along the work?

Tasks:

1. You need to make answers to each question mentioned in the problem statement.
2. Make comprehensive answers that should be like communication and not the conversation as explained by SME in the lessons.
3. Do not make single word or short answers.
4. Make 1–2-line information enriched answers so that client can give you the project.

Guidelines:

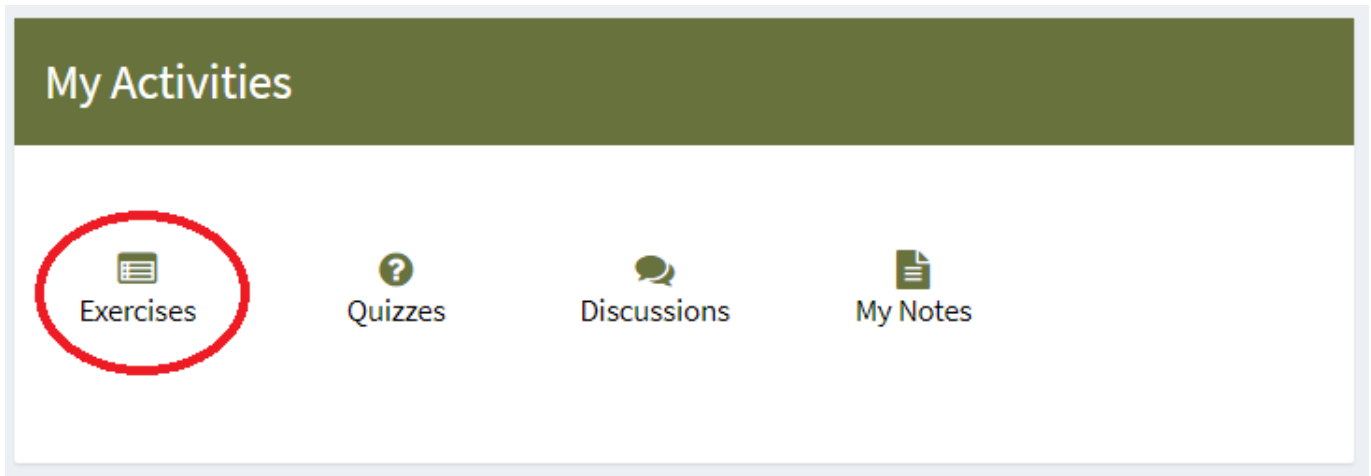
- Watch Video Lesson Nos. **129-133, 135-136, 138-145, 148, 151** before attempting the exercise.
- Do not change the questions statements, just make answers.
- Any changed questions will be marked 0.
- You can seek assistance from different freelancing marketplaces' guidelines.
- Plagiarized content or content copied from other trainees or online sources shall not be accepted.
- You can use following link for assistance:
 - <https://www.freelancer.com/faq/topic.php?code=messaging>
 - <https://startuptalky.com/freelancer-communication-skills-guide/>
- Your Solution file SHOULD:
 - Not have copied content/format, as it will not be considered grade worthy.
 - Be submitted in MS Word format only.

BEST OF LUCK ☺

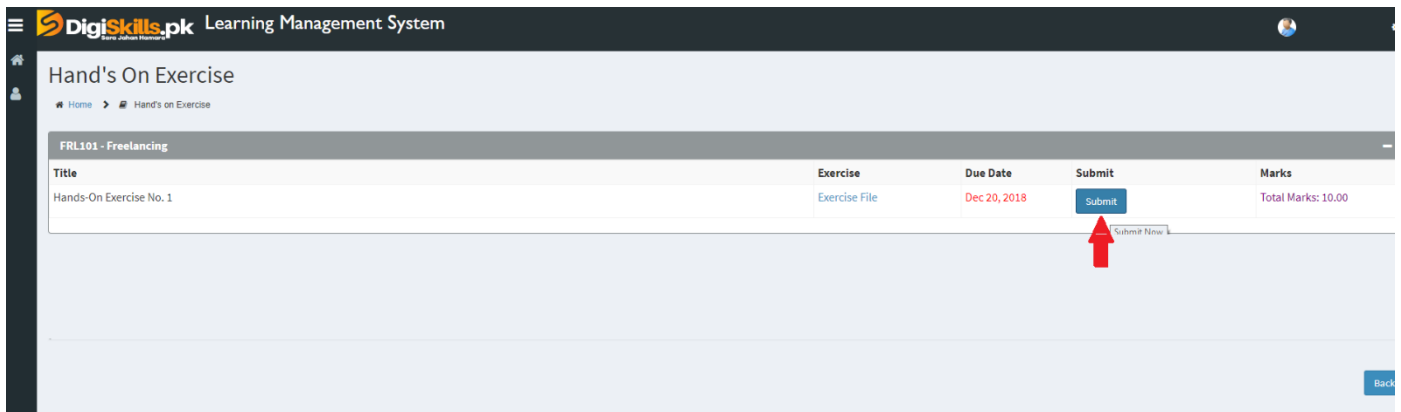
How to submit solution file on LMS?

Please perform the following steps for submitting your solution using LMS:

- 1) Login to the LMS
- 2) Click on the **Exercises** button within the **My Activities** section



- 3) Click on the submit button to upload your Solution.



- 4) Keep in mind to upload your Solution in .doc or .docx format