

**B732**

**FACULTY OF ARTS**

**B.A./B.Com./B.Sc. IV Semester (3YDC) Examination, March - 2021**

**Subject : ENGLISH (Skill Enhancement Elective Course - 2)**

**Course Code No. & Name : UG405SEE (ENG2) - Communication Skills**

**Time : 1½ Hour]**

**[Max. Marks : 40**

**[Min. Marks : 16**

**SECTION - A**

**[Marks :  $2 \times 6 = 12$ ]**

**Instructions to the candidates :**

- a) Answer any two of the following questions.
- b) Each answer should be in about 100 words.
- c) Each question carries 6 marks.

- 1) A brief note on Non-verbal communication.
- 2) Explain the importance of Presentation Skills.
- 3) What is Conversation? Discuss types of conversation.
- 4) What is scanning? Explain.

**SECTION - B**

**[Marks :  $2 \times 10 = 20$ ]**

**Instructions to the candidates :**

- a) Answer the following questions.
- b) Each answer should be in about 200 words.
- c) Each question carries 10 marks.

- 5) a) What is Group Communication? Write about levels of Group Communication.

**OR**

- b) What is Motivation? Discuss different approaches to Motivation theories.

- 6) a) Explain Agenda and Minutes of meeting of workplace communication.

**OR**

- b) What are the various uses of Technology in communication? Discuss.

**P.T.Q**

**SECTION - C**

**[Marks :  $8 \times 1 = 8$ ]**

**Instructions to the candidates :**

- a) Answer all the following questions.
- b) Each question carries 1 marks.

**I. Multiple choice questions. Choose the correct answer.**

- 7) In listening skill when you are not reacting to the speaker is called \_\_\_\_\_.
- a) Active listening
  - b) Passive listening
  - c) Effective listening
  - d) None
- 8) This refers to all movements of body, head, hand, trunk and legs is called \_\_\_\_\_.
- a) Artifacts
  - b) Proxemics
  - c) Kinesics
  - d) Chronemics
- 9) Two people talking to understand each other, and to create a shared meaning is called \_\_\_\_\_.
- a) Discussion
  - b) Debate
  - c) Argument
  - d) Dialogue
- 10) It is an ability to get important details or information quickly from a written text is called \_\_\_\_\_.
- a) Reading
  - b) Summary
  - c) Skimming
  - d) Scanning

**II. Fill in the blanks with given below appropriate words.**

(Pauses, Chronemics, Negotiation, Verbal communication)

- 11) \_\_\_\_\_ means silence for a few seconds.
- 12) \_\_\_\_\_ is the study of how people use time to live their life, both personal and professional.
- 13) \_\_\_\_\_ is a form of communication which aims to achieve approval with someone.
- 14) \_\_\_\_\_ involves use of words for speaking and communicating.