

Communication Skills of English | 2025

Question Paper Solution

● Group A

1.

I. Communication is a _____.

Correct answer: (b) two-way process

II. _____ means the position in which you hold your body when standing or sitting.

Correct answer: (b) Postures

III. Message is a signal that triggers the signal of a _____.

Correct answer: (b) receiver

IV. If feedback is absent then it will lead to _____.

Correct answer: (b) Communication Barrier

V. In the process of Communication, 'Encoding' means

Correct answer: (a) using symbols to express an idea

VI. A formal way to say in an email 'we are thinking about' doing something, is

Correct answer: (c) we are considering

VII. Which of these is not a soft skill?

Correct answer: (c) Data analysis

VIII. What would be the best definition of a hard skill?

Correct answer: (a) Technical skills

IX. Failing to manage your time can lead to

Correct answer: (b) Missed deadlines

COMM. SKILLS

X. Emotional Intelligence is _____

Correct answer: (b) the ability to understand, use, and manage our emotions

XI. Which of the following should NOT be included in an application letter?

Correct answer: (c) Your problems with previous employers

XII. "Two girls talking over a phone" – is an example of...

Correct answer: (a) interpersonal communication

XIII. _____ one of them has been called.

Correct answer: (a) Each

Change the Voice of the Following Sentences

XIV. Our task had been completed before time.

This sentence is already in Passive Voice.

Active voice version:

☒ They had completed our task before time.

XV. I am doing sums.

Active → Passive

Active: I am doing sums.

Passive:

☒ Sums are being done by me.

Group B

2.

a. Soft Skills

Soft skills are personal qualities and interpersonal abilities that help individuals communicate and work effectively with others. These skills are not technical but relate to a person's behaviour, attitude, and personality.

Examples:

- **Communication skill:** Speaking clearly in meetings.
- **Teamwork:** Working cooperatively in a group project.
- **Leadership:** Guiding a team to complete a task.

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b. Motivation

Motivation is the inner drive that pushes a person to act or perform a task. It helps individuals achieve their goals by increasing their interest and commitment.

Examples:

- A student studies hard because they **want to get good marks** (internal motivation).
- An employee works better when given **rewards or incentives** (external motivation).

c. Stress Management

Stress management refers to techniques and strategies used to reduce physical and emotional tension. It helps individuals stay calm, productive, and healthy.

Examples:

- **Time management:** Planning work properly to avoid pressure.
- **Relaxation techniques:** Deep breathing, meditation, or light exercise.

d. Problem-solving Skills

Problem-solving skills involve identifying a problem, analyzing it, and finding the best possible solution. These skills help in decision-making and overcoming challenges.

Examples:

- Breaking a big task into smaller steps to complete it easily.
- Finding alternative solutions when the first idea fails.

3(a). Illustrate the process of communication.

Answer:

The process of communication refers to the systematic flow of information from one person to another. It involves several essential steps:

1. Sender:

The person who initiates the message.

2. Idea / Message:

The information or thought the sender wants to convey.

3. Encoding:

Converting the idea into symbols, words, or gestures.

4. Channel / Medium:

The method used to send the message—such as speaking, writing, email, phone, etc.

6. Decoding:

The receiver interprets or understands the message.

7. Feedback:

The receiver responds to the sender, confirming whether the message was understood.

8. Noise:

Any disturbance that interrupts communication (such as language barriers, distractions, or technical issues).

3(b). What are the 7Cs of communication? Mention the components.

Answer:

The **7Cs of communication** are principles that make communication clear and effective. They are:

- 1. Clarity** – The message should be clear and easy to understand.
- 2. Conciseness** – Keep the message brief and to the point.
- 3. Correctness** – Use correct grammar, facts, and language.
- 4. Completeness** – Provide all necessary information.
- 5. Concreteness** – Use specific, solid, and vivid details.
- 6. Courtesy** – Be polite, respectful, and considerate.
- 7. Consideration** – Think about the receiver's viewpoint and feelings.

4. Read the passage and answer the questions

(a) How can technical education contribute to the development of a nation?

Answer:

Technical education contributes to national development by **creating skilled manpower, enhancing productivity, improving quality of life, and providing competent workers** for science, technology, industry, and economic growth.

(b) What is the main objective of technical education?

Answer:

The main objective of technical education is to **prepare individuals for employment and business by giving them practical knowledge and skills.**

(c) What happens if technical education is implemented successfully?

Answer:

If technical education is successfully implemented, it provides a **systematic mechanism for practical experience, leads to industrial growth, creates skilled workers, and gives a nation a competitive advantage in a globalized economy.**

4(d). What does “systematic mechanism” refer to?

Answer:

A *systematic mechanism* refers to the structured method provided by technical education that allows individuals to gain **practical experience in generating commodities and services** needed for national growth.

4(e). Narrate how India has gained an advantage in a globalized economic context.

Answer:

India has gained an advantage in a globalized economic context by **establishing vast infrastructural facilities for technical education**, which has created skilled manpower and given the country a **niche advantage in the global economy**.

4(f). List the various levels of technical education offered in India.

Answer:

According to the passage, technical education in India is offered at:

- Diploma level
- Degree level
- Post-graduate level
- Research level in specialized fields

4(g). Find the synonym from the paragraph that means “skilled”.

Answer:

The synonym for **skilled** in the passage is:

☒ **qualified**

4(h). Select a suitable title for the given text.

You can choose any one of these correct titles:

- “Importance of Technical Education”
- “Role of Technical Education in National Development”
- “Contribution of Technical Education to Economic Growth”

5. Note Form of the Given Text

NOTES: Website

- Website → identified by a **domain name**; a collection of webpages.
- Webpages belong to a **single server**.
- Websites provide **necessary information globally within seconds**.
- Examples: **google.com, wikipedia.org, entri.com**, etc.
- Publicly accessible websites form the **World Wide Web**.
- **Private networks** can access **private/internal websites** (e.g., company intranet).
- Each website has a **specific purpose/topic**:
 - education, news, commerce, social networking, entertainment, etc.
- Navigation possible through **hyperlinking**; usually begins with **homepage**.
- Websites can be accessed from **any device**.
- **Web browser** is required to open a website; without it, the website cannot be accessed.

6. Investigative Report on Fire Accident

Report on Fire Accident at Power Generation Plant

Submitted by: Assistant Electrical Engineer

Date: (write exam date)

1. Introduction

A major fire accident occurred at the electrical power generation plant on **(date)**. The incident resulted in severe burns to three workers and caused significant infrastructural damage. This report investigates the cause of the accident and suggests preventive measures.

2. Cause of the Accident

Based on preliminary inspection and eyewitness accounts, the following causes were identified:

- A short circuit in the high-voltage control panel.
- Overheating of cable insulation due to poor ventilation.
- Failure of the automatic circuit-breaker to trip at the correct time.
- Lack of regular maintenance checks on the electrical panels.
- Possible negligence regarding safety protocols by the maintenance crew.

3. Impact of the Accident

- Three workers sustained severe burn injuries.
- Control panel, wiring, and nearby equipment were extensively damaged.
- Temporary shutdown of power generation unit.
- Financial losses and operational downtime.

4. Recommendations

To prevent similar incidents in the future, the following measures are suggested:

- Immediate replacement of damaged electrical equipment.
- Regular inspection and maintenance of electrical panels.
- Installation of heat sensors and improved ventilation.
- Mandatory safety training for all technical staff.
- Ensuring proper use of PPE (Personal Protective Equipment).
- Conducting periodic fire drills and emergency preparedness training.

5. Conclusion

The accident occurred due to electrical malfunction and inadequate safety measures. By implementing the recommended precautions, such tragedies can be avoided in future.

7. Memo to Staff Regarding NBA Visit

MEMO

To: Secretary, Academic Council; All HODs; Convenor, NBA Committee

From: The Principal

Date: (write exam date)

Subject: Preparation for NBA Team Visit – August 2023

This is to inform you that the NBA (National Board of Accreditation) team will be visiting our Institute in August 2023. All concerned departments are instructed to keep the necessary documents ready for verification.

You are requested to:

- Prepare updated departmental files.
- Keep academic, administrative, and financial records accessible.
- Ensure laboratories and classrooms are well-maintained.
- Coordinate with the NBA Committee for smooth conduct of the visit.

Your cooperation is essential for the successful completion of the accreditation process.

Principal

8. Job Application for Junior Engineer Position

To

The Human Resource Manager

XYZ Company

(Write City)

Subject: Application for the Post of Junior Engineer

Sir/Madam,

I am writing to apply for the position of **Junior Engineer** as advertised. I have completed my **Diploma/Degree in (your domain – Electrical/Mechanical/Civil/Computer, etc.) Engineering** and possess more than **two years of experience** in the field.

During my previous employment at **(Company Name)**, I gained practical experience in:

- (Mention relevant skills: e.g., electrical system maintenance, CAD drafting, circuit analysis, machine operation, quality control, etc.)
- Project execution and technical documentation
- Troubleshooting and problem solving
- Working effectively in a team environment

I believe my technical skills, work discipline, and dedication make me a suitable candidate for the position. I am eager to contribute to your esteemed company.

I have enclosed my résumé for your consideration. I would be grateful for an opportunity to attend an interview.

Thank you.

Yours faithfully,

(Your Name)

Address: _____

Phone: _____

Email: _____

9.

Email

To: All Team Members, EV Manufacturing Project

From: General Manager, (Automobile Company Name)

Date: _____ (Exam Date)

Subject: Invitation to Web Conference Regarding EV Project Updates

Dear Team,

This is to inform you that a web conference has been scheduled to discuss important updates related to our ongoing project on manufacturing electric vehicles. During the meeting, essential information and technical guidelines will be shared to help accelerate the progress of the project.

You all are requested to attend the conference without fail, as your participation is crucial for maintaining coordination and ensuring timely completion of the project.

Meeting Details:

- **Date:** _____
- **Time:** _____
- **Platform:** _____ (Google Meet/Zoom/WebEx)
- **Agenda:** Project updates, technical instructions, and next-phase planning

Please make the necessary arrangements to join the conference on time.

Looking forward to your cooperation.

Regards,

General Manager

(Automobile Company Name)