

COMMUNICATION SKILLS IN ENGLISH*Time Allowed: 3 Hours**Full Marks: 60***Answer to Question No.1 is compulsory and Answer any five questions from the rest.**

1. Answer the following questions (any twenty): 1x20

Choose the correct answer from the given alternatives:

- i) Someone is talking about an accident they had. How would you respond? – a) Look Pleased, b) Look behind you, c) Look concerned.
- ii) Which is not one of the seven C's of communication? - a) Conciseness, b) Correctness, c) Clarity, d) Character.
- iii) The way we talk to our work peers, Bosses, Subordinates is one- a) Formal Communication, b) Informal Communication.
- iv) Three aspects of _____ skills are knowledge, attitude and skills.- a) communication, b) Life, c) Social.
- v) Verbal & Non-Verbal Communication often work together to convey an- a) Message, b) Culture, c) Language, d) Multiple Channels.
- vi) Which one is not a barrier of communication? - a) Language, b) Noise, c) Discomfort with the Topic, d) Good Timing.
- vii) Successful workplace communicators must be- a) Able to perform research, b) Able to analyze information, c) Able to solve problems, d) Able to stay alone.
- viii) The ability to identify with and understand somebody else's feelings or difficulties- a) Sympathy, b) Empathy.
- ix) First step in the process of problem solving is to- a) Design a solution, b) Define a problem, c) Practicing the solution, d) Organizing the Data.
- x) Your ability to change with circumstances is called- a) aptitude, b) attitude, c) adaptability.

State whether the following statements are True or False:

- xi) Hard skills will get you the job, but soft skills will allow you to keep the job.
- xii) Time management is a hard skill.
- xiii) You can build self awareness by wasting time.
- xiv) Growing-up in a family where feelings were not talked about is an example of a barrier of self awareness.
- xv) Adjusting to a new schedule, changing school or moving to a new home are all examples of adaptability skills.

Change the Voice of the following sentences:

- xvi) My Mother is Cooking food.
- xvii) We have gifted him a watch.
- xviii) He will call me.
- xix) You must help him.

xx) Has anybody seen your Bike?
 xxi) Some boys were helping the wounded man.
 xxii) Why did your brother write such a letter?

Fill in the blanks with article/preposition:

xxiii) I shall meet you _____ next Friday.
 xxiv) I will be in the office _____ 06:00 to 08:00 P.M.
 xxv) She has been reading the book _____ almost two months now.
 xxvi) He is annoyed _____ your behavior.

2. Read the following and answer the questions given below:

1x8

We do not realize adequately to what extent our minds are moulded by books we read especially in youth. We have several means by which we acquire knowledge today i.e. radio, cinema, newspaper and television etc. But reading books is the most ancient and effective of them all. Reading a book is different from mechanized instruction. We are never alone when we have books as our companions.

A great writer has said that religion is what man does with his solitariness. It is not merely religion but art and literature, scientific discovery and technological invention that are the outcome of what a man does with his solitariness. In the modern world we tend to be gregarious beings. When we have little leisure we run to parties, clubs or other social activities. We are afraid to be alone with ourselves, afraid to stand and stare, much less to sit and think. We are happy with others not with ourselves. Pascal tells us that all the evils of the world arise from the fact that men are unable to sit still in a room. Reading a book gives us the habit of solitary reflection and true enjoyment.

- What is the best means of acquiring knowledge?
- How has man produced great art, literature, scientific discoveries or technological inventions?
- What is man by nature and how does he use his leisure?
- What is the cause of evils in the world according to the author?
- What are the views of Pascals on the loneliness of man?
- Select a word from the paragraph which means social.
- Select a word from the paragraph which is opposite of social.
- Select a suitable title for the given paragraph.

3. a) What are the various types of communication? Define each.
 b) What are the barriers to effective communication?

4+4

4. You are the Relationship Manager of your company and the company needs to purchase CCTV cameras for the security and surveillance. Write a letter to the CCTV Camera installation company to submit the quotation with the specification of the cameras.

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5. Express the following text in note form:

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Leadership is an ability to motivate and guide other members of an organisation to achieve the desired organisational goal. Leadership style is the pattern of behaviour that a leader exhibits, in influencing his/her subordinates towards the goals of an organization. Broadly speaking there are three different styles of leadership: Autocratic Style, Democratic Style and Laissez –Faire Style.

The Autocratic Style of leadership is also known as authoritative style **or** directive style of leadership. Here the leaders only like to command and expect complete obedience. They lead by giving rewards or punishments. The flow of order is unidirectional i.e., followers do not have any scope to participate in the decision making process. Although this type of leadership permits quick decision-making but it may lead to frustration, low morale and conflict among subordinates as they do not feel as part of the organization.

The Democratic Style is also known as participative style. Such a leader decentralizes and delegates the authority to his subordinates. The leader makes the final decision only after consultation with the subordinates. Two way communication channels are used. Democratic leaders have a high concern for both people and work. Here everyone is encouraged to participate, leading to increased feelings of involvement, recognition, and satisfaction. Only sometimes the decision making process may be time consuming.

The Laissez-Faire leadership is also known as free-rein leadership. Under this style, a leader gives complete freedom to his subordinates. The entire decision-making authority is entrusted to them. There is least intervention by the leader and so the group operates entirely on its own. There is free flow of communication. In this style the manager does not use power but maintains contact with them. Subordinates have to exercise self control. This style helps subordinates to develop independent personalities. But the subordinates may also move in different directions and it may create problems for the organization. In fact, free rein style of leadership may be appropriate when the subordinates are well trained, highly knowledgeable, self-motivated and ready to assume responsibility. 8

6. Nilay Mukherjee of Flat No. – 7C, Aparajita Apartment, Behala, Kolkata – 700060 wants to be a WildLife Photographer. He is a very enthusiastic and dynamic person of 21, enjoys travelling and communicating with people.

Nilay passed Higher Secondary examination in 2018 from Lake View High School, Kolkata in first division. He also has some knowledge in 'Corel Draw' and 'Photoshop'. Now he seeks a suitable placement and therefore wants to send his C.V. to different organizations. Draft the C.V. for him. 8

7. The Principal of your Institution wants to know about the feasibility of a 'Girls' Hostel' in the college campus to send a report to A.I.C.T.E. on the same. He wants to send a memo to the Convenor, Building Committee asking him to provide necessary information in this regard. Draft the memo on behalf of the Principal.

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8. You are an Assistant Engineer in a factory. There has been a fire in the factory and two of the workers have been badly burnt and hospitalised. You are asked to send a report on the fire. Design the report with all details.

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9. Imagine yourself to be the instructor of a course in which 75 students have registered. Draft an email to be sent to all these students asking them to select a topic of their choice and prepare for a professional presentation of 10 minutes duration.

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