

COMMUNICATION SKILLS IN ENGLISH**Time Allowed: 3 Hours****Full Marks: 60****Answer the following questions from Group A, B & C as directed.****GROUP A**1. Choose the correct alternatives (any ten): 1x10

- i. Which of the following is/are the feature(s) of formal communication?
a) Structured b) Controlled c) Pre-sanctioned d) All of the above
- ii. There are how many core elements in an effective communication system?
a) 5 b) 4 c) 3 d) 6
- iii. Which of the following is not a soft skill?
a) Technical knowledge b) Emotional intelligence c) Social skills d) Both a & b
- iv. Which of the following is not a non-verbal communication?
a) E-mail b) Telephonic conversation c) Letter d) Notice
- v. Which of the following is not a feature of an effective communication?
a) Clear b) Concise c) Ambiguous d) Complete
- vi. Which of the following is an informal communication?
a) Discussing with friends b) Discussion in office meeting c) Discussing with brother d) Both a & c
- vii. When a communication message delivers all the required information need to be delivered, communication is?
a) Clear, b) Concise, c) Correct, d) Complete
- viii. Which of the following is a written communication?
a) Face to face communication, b) Video Conferencing, c) Both a & b, d) WhatsApp chatting
- ix. Which of the following is part of the "noise" in a communication process?
a) Obstruction in the communication channel, b) Loss of information in the communication channel, c) Mixing of different communications' information in the channel, d) All the above
- x. Effective communication is most vital for-
a) Proper coordination, b) Efficient delegation of duty, c) Proper motivation, d) All of the above
- xi. Which of the following is not a hard skill?
a) Accounting Knowledge, b) Medical Knowledge, c) Engineering Knowledge, d) Adaptability skill
- xii. Emotional intelligence includes-
a) Understanding of what others truly perceive, b) Controlling one's own true emotions, c) Behaving as per organizational interests, d) All of the above
- xiii. Adaptability in any set up requires-
a) Self-awareness, b) Self-analysis, c) Emotional Intelligence, d) All of the above
- xiv. CVs for job application must include-
a) Concerned job specific skills of the applicant, b) Concerned job related experience of the applicant, c) Reason for leaving previous job, d) Both a & b

xv. Training for embedding organizational culture in individual employees is called-
a) Orientation, b) Job specific training, c) Both a & b, d) None of the above

1x10

2. Fill in the blanks (any ten):

A. Use correct Prepositions:

- I am _____ a hurry.
- He is a friend _____ mine.
- He is riding _____ a bicycle.
- He was born _____ 2019.
- The country is _____ war.

B. Use the correct form of verbs:

- They _____ (buy) a new car yesterday.
- He _____ (ring) me up last night.
- They have _____ (make) me what I am.
- The window was _____ (break) by a child.
- It is nice to have _____ (finish) the work.

C. Form sentences using the hints:

- Rahim was not at home when I reached. He _____ (already/leave)
- The woman was a complete stranger to me. I _____ (never/see/before)
- I was very tired when I reached home. I. _____ (play/tennis/whole morning)
- Mr. Roy no longer has his car. He _____ (sell/last month)
- I invited Mimi for dinner. But she could not come. She _____ (promise/someone else)

1x10

3. Transform these sentences as indicated (any ten):

- The birds have flown. (Change to interrogative)
- Are you coming to work tomorrow? (Change to imperative)
- What a beautiful day! (Change to declarative)
- Is it a complete loss? (Change to exclamatory)
- What a noble act! (Change to interrogative)
- Don't go near the pond. (Change to declarative)
- We have a holiday tomorrow. (Change to interrogative)
- Will you, please, pass me the bowl? (Change to imperative)
- It was a delightful movie. (Change to exclamatory)
- Are there people in the room? (Change to declarative)
- Come inside the house. (Change to interrogative)
- I wish I did not have to grow old. (Change to exclamatory)
- The teacher asked Chinmoy, 'Have you finished your homework?' (change to indirect sentence)
- Sushmita said she would come only if she could bring her mother with her (change to direct speech)
- Ashim said, 'I have been to Amsterdam twice (change to indirect speech)

GROUP B

4. Answer the following questions (any six):

2x6

- Define soft skills with example.
- How good organizational value system promotes good organizational communication?
- Why formal communication is structured communication?
- Why soft skills are must for successful application of hard skills?
- How social skills impact effective communication?
- Define self-awareness.

- vii. What are the important components of a CV?
- viii. How emotional intelligence increases the effectiveness of communication?
- ix. How emotional intelligence increases the social skills?
- x. Define grape vine communication.

GROUP C

5. Answer the following question (any one):

- i. Discuss 7 C's of effective communication? 6
- ii. Write short notes on any two of the followings with examples?
 a. Formal communication
 b. Informal communication
 c. Concise communication
 d. Clear communication 3+3
- iii. How effective communication system promotes good organizational behaviour? What is orientation training? 4+2

6. Answer the following question (any one):

- i. Explain with example how self-awareness and self-analysis promote adaptability chance in any environment? 6
- ii. Write short notes on any two of the followings with examples.
 a. Hard skills
 b. Orientation training
 c. Time management
 d. Emotional intelligence 3+3
- iii. Distinguish between soft skills and hard skills? How social skills promote social acceptance? 3+3

7. Answer the following question (any one):

- i. Write a CV as you are applying for a software engineering job in a reputed MNC. 6
- ii. Write a letter to your prospective buyer for giving quotation regarding a particular product for which quotation has been invited. 6
- iii. Change the following sentences from active to passive voice $6 \times 1 = 6$
 - a. Raj sings a song
 - b. My sister is painting a picture
 - c. Pritha has posted the letter
 - d. Mahatma Gandhi preached Non-Violence
 - e. Help the poor
 - f. Shut the door