

COMMUNICATION SKILLS IN ENGLISH

Time Allowed: 3 Hours

Full Marks: 60

Answer the following questions from Group A, B & C as directed.

GROUP A

1x10

1. Choose the correct alternatives (any ten):

- 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) Whats App 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:

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

B. Use the correct form of verbs:

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

C. Form sentences using the hints:

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

1x10

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

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

GROUP B

4. Answer the following questions (any six):

2x6

- i. Define soft skills with example.
- ii. How good organizational value system promotes good organizational communication?
- iii. Why formal communication is structured communication?
- iv. Why soft skills are must for successful application of hard skills?
- v. How social skills impact effective communication?
- vi. 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? 3+3
 - a. Formal communication
 - b. Informal communication
 - c. Concise communication
 - d. Clear communication
- 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 change in any environment? 6
- ii. Write short notes on any two of the followings with examples. 3+3
 - a. Hard skills
 - b. Orientation training
 - c. Time management
 - d. Emotional intelligence
- 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 6×1=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