

**2 0 2 3**

( NEP—2020 )

( 1st Semester )

**ENGLISH**

( Ability Enhancement Course )

( **Communication Skill** )

*Full Marks : 75*

*Time : 3 hours*

*The figures in the margin indicate full marks for the questions*

( **SECTION : A—OBJECTIVE** )

( Marks : 10 )

Tick (✓) the correct answer in the brackets provided :

1×10=10

1. The word 'communication' is taken from the Latin word 'communicare' or 'communico' which means

- (a) to give ( )
- (b) to share ( )
- (c) to take ( )
- (d) to receive ( )

2. The response a receiver sends back to the sender after receiving a message is

- (a) answer ( )
- (b) report ( )
- (c) result ( )
- (d) feedback ( )

3. The process of communication is a/an \_\_\_\_\_ concept.
- (a) intensive ( )
  - (b) extensive ( )
  - (c) comprehensive ( )
  - (d) exclusive ( )
4. Non-verbal communication blends with
- (a) movement ( )
  - (b) speech ( )
  - (c) gesture ( )
  - (d) facial expression ( )
5. The way you conduct yourself when facing an audience is called
- (a) posture ( )
  - (b) expression ( )
  - (c) eye contact ( )
  - (d) attention ( )
6. \_\_\_\_\_ should help to clarify or reinforce your ideas.
- (a) Physical appearance ( )
  - (b) Gestures ( )
  - (c) Movements ( )
  - (d) Posture ( )
7. The degree of highness or lowness in the voice is called
- (a) volume ( )
  - (b) tone ( )
  - (c) speed ( )
  - (d) pitch ( )
8. Prejudice against the speaker can be an example of
- (a) interpersonal barrier ( )
  - (b) psychological barrier ( )
  - (c) semantic barrier ( )
  - (d) organizational barrier ( )

9. Which of the following is not a step in preparing for a presentation?

(a) Identifying the topic and purpose ( )

(b) Analyzing audience ( )

(c) Gathering information ( )

(d) Not organizing materials ( )

10. The mode of delivery in which speech is delivered from memory is called

(a) extempore speech ( )

(b) elocution ( )

(c) memorized speaking ( )

(d) manuscript reading ( )

**( SECTION : B—SHORT ANSWERS )**

( Marks : 25 )

Answer any *five* of the following questions, taking at least *one* from each Unit :

5×5=25

**UNIT—I**

1. What do you understand by 'communication' ?
2. What is the difference between encoding and decoding?
3. Explain the effect of 'noise' in the process of communication.

**UNIT—II**

4. Discuss formal and informal channels of communication.
5. Explain the importance of posture in non-verbal communication.
6. What is the difference between pitch and volume?

### UNIT—III

7. What is an oral presentation?
8. What is manuscript reading?
9. What do you understand by 'audience's participation' in a presentation?

### ( SECTION : C—DESCRIPTIVE )

( Marks : 40 )

Answer any *four* of the following questions, taking at least *one* from each Unit :

10×4=40

### UNIT—I

1. Explain what is meant by linguistic constraint in the process of communication.
2. Write a note on the process of communication.
3. What are the different factors affecting communication? Explain each one of them.

### UNIT—II

4. What do you understand by non-verbal communication? Explain at least three types of non-verbal communication.
5. State the barriers of communication and methods of overcoming them.
6. What is the importance of non-verbal communication techniques? Justify your answer with examples.

### UNIT—III

7. Discuss the different vocal communication techniques.
8. Write down all the steps for manuscript preparation.
9. What is extemporaneous delivery? Mention its advantages.

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2023

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