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(NEP—2020)

(1st Semester)

ENGLISH

(Ability Enhancement Course)

(**Communication Skills**)

Full Marks : 60

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. During the communication process, the message is converted to a symbolic form called

(a) encoding ()

(b) decoding ()

(c) expanding ()

(d) symbol ()

2. _____ is the quickest and simplest way to establish a communicative bond to your listeners.

(a) Gesture ()

(b) Facial expression ()

(c) Eye contact ()

(d) Posture ()

3. Communication is a

(a) one-way transmission ()

(b) two-way interactive process ()

(c) singular event ()

(d) passive activity ()

4. Which of the following is the most important element of clear verbal communication?

(a) Using complex vocabulary ()

(b) Speaking very quickly ()

(c) Speaking at an appropriate volume ()

(d) Avoiding eye-contact ()

5. _____ is the speaker's greatest potential weapon.

- (a) Pause ()
- (b) Pronunciation ()
- (c) Rate of delivery ()
- (d) Quality ()

6. Purpose of communicative activity, topic of discourse, and interpersonal relationships are part of _____ patterns.

- (a) symbolising ()
- (b) contextual ()
- (c) framing ()
- (d) linguistic ()

7. _____ is the process of getting up from one place to another in front of the audience or on the platform.

- (a) Gesture ()
- (b) Non-verbal communication ()
- (c) Posture ()
- (d) Movement ()

8. The quality of voice depends on its _____ mechanism.

(a) oscillating ()

(b) resonating ()

(c) vibrating ()

(d) inflective ()

9. The word _____ means a thing that makes communication or good relationships between people difficult or impossible.

(a) constraint ()

(b) noise ()

(c) barrier ()

(d) disturbance ()

10. Providing environmental comfort help us to overcome _____ barriers.

(a) physical ()

(b) psychological ()

(c) semantic ()

(d) organisational ()

(SECTION : C—DESCRIPTIVE)

(Marks : 20)

Answer any *two* of the following questions, taking *one* each from Unit—I and Unit—II : 10×2=20

UNIT—I

1. Explain any five elements of communication.
2. State and explain the factors which influence human ability to communicate effectively.
3. Give a comprehensive explanation of the process of communication.

UNIT—II

4. Describe the ways through which communication barriers can be overcome.
5. What is the importance of personal appearance in non-verbal communication? Discuss.
6. Verbal communication is more important than non-verbal communication. Discuss.

UNIT—III

Verbal communication : Mock verbal ability tests to be conducted in the College.