

2024

( NEP—2020 )

( 1st Semester )

**ENGLISH**

( Ability Enhancement Course )

( **Communication Skills** )

(Revised)

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. \_\_\_\_\_ is a person or an event which provides verbal and non-verbal cues to which someone can respond.

- (a) Noise ( )
- (b) Receiver ( )
- (c) Sender ( )
- (d) Message ( )

2. A \_\_\_\_\_ is something that stands for something else. It can be verbal or non-verbal.

- (a) symbol ( )
- (b) channel ( )
- (c) message ( )
- (d) receiver ( )

3. The word 'communication' is derived from the Latin word 'communicare' which means
- (a) to convey ( )
  - (b) to transmit ( )
  - (c) to exchange ( )
  - (d) to share ( )
4. Personal appearance is a significant \_\_\_\_\_ to your personality.
- (a) non-verbal clue ( )
  - (b) verbal clue ( )
  - (c) facial expression ( )
  - (d) movement ( )
5. \_\_\_\_\_ is the quickest way to establish a communication bond with your listeners.
- (a) Quality ( )
  - (b) Voice ( )
  - (c) Movement ( )
  - (d) Eye contact ( )
6. \_\_\_\_\_ is the way you conduct yourself when you face an audience.
- (a) Movement ( )
  - (b) Posture ( )
  - (c) Gesture ( )
  - (d) Eye contact ( )
7. Rate of delivery refers to the \_\_\_\_\_ at which a person speaks.
- (a) volume ( )
  - (b) pitch ( )
  - (c) speed ( )
  - (d) quality ( )
8. What lends dramatic impact to a statement?
- (a) Pause ( )
  - (b) Volume ( )
  - (c) Pitch ( )
  - (d) Voice ( )

9. Change in pitch is known as

- (a) volume ( )
- (b) pronunciation ( )
- (c) inflection ( )
- (d) deflection ( )

10. What is defined as unnoticed and unidentified interference in the communication process?

- (a) Noise ( )
- (b) Decoding ( )
- (c) Encoding ( )
- (d) Feedback ( )

**( SECTION : B—SHORT ANSWERS )**

( Marks : 30 )

Answer six questions, taking at least *one* from each Unit :

5×6=30

UNIT—I

1. Explain 'message' as an element of communication.
2. How is encoding different from decoding?
3. List at least three key factors that influence the ability of humans to communicate effectively.

UNIT—II

4. What is 'gesture' in non-verbal communication?
5. What can result into semantic barrier in the process of communication?
6. Explain the term 'organizational barrier'.

UNIT—III

7. Verbal communication is more important than non-verbal communication. Discuss.
8. Explain at least three types of vocal communication techniques.
9. What is pronunciation in verbal communication?

( 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. Elaborate the process of communication.
2. Explain the essential factors that impact the communication process.
3. Explain five important elements of communication.

UNIT—II

4. What do you understand by non-verbal communication? Explain at least three types of non-verbal communication.
5. State the different causes of interpersonal barrier. Suggest ways to overcome them.
6. State the different methods one can employ to overcome psychological barriers.

UNIT—III

Verbal communication : Mock verbal ability tests to be conducted in the college. 15

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