

Branch: (Group A/Group B)  
Subject: Communication Skills (HS 102)  
Date: 13/12/2017

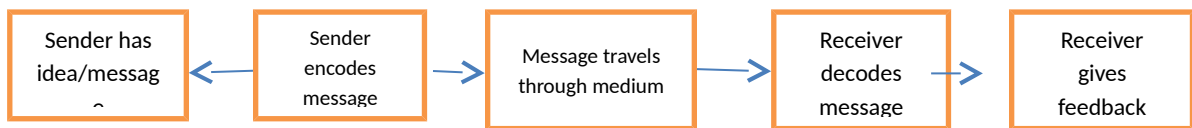
Sem – I  
Marks: 60  
Time: 3 Hrs.

**MODEL SOLUTION**

**Q: 1 :- a)** Definition of 'Communication'—Communication is a process exchanging message, ideas for mutual understanding.

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Diagram:



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**b) Types of Non-Verbal Communication**

- i) Posture: The position of body while sitting, standing or walking and talking with others. This open or close posture shows interest, indifference, confidence etc. 1
- ii) Gestures: The movements of hand and legs also the position of head, neck, shoulders indicate various emotions, attitudes etc. 1
- iii) Eye Contact: Eye contact includes confidence, honesty and the lack of eye contact shows dishonesty or low confidence. 1
- iv) Facial expressions: Facial expressions are universal. They show immense emotions like smiling, surprise, fear and so on. 1
- v) Appearance: The appearance includes clothing and behavior. Mere look of a person gives a kind of impression. 1
- vi) Touch: Touch is also a kind of non-verbal communication. For example shaking hands shows positivity, touching feet shows respects and keeping hand on someone's head shows blessing etc. 1

**OR**

**c) Barriers to communication:** (each point carries 1 mark)

- i) Physical Barrier: Improper physical condition, distance, time etc. hampers communication.
- ii) Psychological barrier: Emotions, prejudice, mental state create barrier.
- iii) Language barrier: Use of unfamiliar language makes understanding difficult.
- iv) Technical or Mechanical barriers: Defective devices, equipment or instrument etc. create obstacle.
- v) Cultural barriers: Unfamiliar cultural set of beliefs and behavior can obstruct the flow.

vi) Positional barrier: Superior or subordinate positions can cause barrier to communication.

Ways to Communication: (each point carries 1 marks)

- i) Make sure about the physical state of communication e.g. proper distance, time, & self-physical condition.
- ii) Relax and be confident: Be positive and have self esteem
- iii) Know the language of communication.
- iv) Be sure of the use of proper communicative devices or replace the non-working ones.
- v) Know the audience, their culture and behavioral patterns.
- vi) Don't bother for positions, be assertive while communicating.
- vii) Ensuring feedback, constant follow up and being a good listener also helps to overcome the barriers.

**Q: 2 :- Attempt Any Two of the following.**

**a) Techniques of Group Discussion (each point carries 1 marks)**

Group Discussion is a strategy used by an organization to judge the candidate's certain skills. The techniques are as follows.

- i) Be the first one
- ii) Knowledge of the topic
- iii) Be the good listener
- iv) Clear thinking and innovative ideas
- v) Language skills
- vi) Group manners
- vii) Body Language

**b) Types of Interview questions (each point carries 1 marks)**

- i) Open questions—e.g. Will you introduce yourself in brief?
- ii) Close questions - e.g. When did you complete your degree?
- iii) Probing questions - e.g. Do you think that this should include .....?
- iv) Reflective questions - e.g. Does it means that you favour.....?
- v) Loaded questions - e.g. How do you justify this?
- vi) Hypothetical questions - e.g. What would you do if you face.....?
- vii) Leading questions - e.g. Don't you agree that you.....?

**c) Presentation is a skill which can be acquired through following tips**

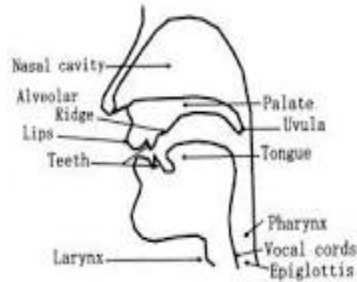
(each point carries 1 marks)

- i) Prepare the framework or outline of the topic of presentation.
- ii) Take notes to highlight or insist on certain points.
- lii) Experiment with variations of words, props etc.
- iv) Present creative ideas through innovative ways.
- v) Be assertive and appear pleasant.
- vi) Practice the presentation in front of the friendly audience with adequate rehearsal to improve confidence.

- d) Telephonic Etiquettes: (each point carries 1 marks)
- i) Answer the call in first or second ring.
  - ii) Dial the number carefully to avoid wrong numbers
  - iii) Greet and speak clearly
  - iv) Introduce and tell the purpose of call
  - v) Keep the calls as short as possible
  - vi) Conclude properly.

Q: 3 :- a) Diagram of Organs of Speech.

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b) Phonemic transcription:- (Any Three)

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- i) education /edʒə'keɪʃ(ə)n/
- ii) furniture /'fɜ:nɪtʃə/
- iii) tomorrow /tə'mɒrəʊ/
- iv) remember /rɪ'membə/

c) Spell the transcription:- (Any Three)

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- i) /'neɪbə/ neighbor
- ii) /'jestədi/ yesterday
- iii) /'wɪndəʊ/ window
- iv) /'tʃɒklɪt/ chocolate

Q: 4 :- a) Write the sentences with correct articles (Any Three)

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- i) I shall send an e-mail.
- ii) Would you please wait for a minute?
- iii) Please attend the meeting on my behalf.
- iv) She can drive a car.

b) Fill in the blanks with correct preposition (Any Three)

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- i) Encoding is the process of changing information into logical coded message.
- ii) Silver is the best conductor of heat.
- iii) My house is next to the city post office
- v) I go to college daily at nine o'clock.

c) Correct the following sentences (Any Three)

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- i) There are many solutions to this problem.
- ii) The reaction between an acid and a base takes place in microseconds.
- iii) Photosynthesis and photography both involve light sensitive reactions.
- iv) The girl and her sister are well known debaters.

**d) Rewrite the sentences using the tense form given in the bracket (Any Three)**

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- i) He **will be running** a marathon this Sunday.
- ii) They **had gifted** him a lovely painting on his birthday.
- iii) She **goes** to hometown every weekend.
- iv) I **have been working** in this company for ten years.

**Q: 5 :- a) Report Writing**

Title	(1)
Contents/Summary Paragraph/ Introduction	(1)
Development (findings etc.)	(2)
Conclusion/ Recommendation	(1)
Bibliography/ Appendices	(1)

**b) Essay**

Proper opening (beginning)	(1)
Proper development (diction, examples, facts etc.)	(1)
Proper closing (end)	(1)

**C) Application Letter**

Address of applicant	(0.5)
Address of addressee (company, organization)	(0.5)
Subject	(0.5)
Reference	(0.5)
Salutation	(0.5)
Body of letter	(2.5)
Thank you note	(0.5)
Closing	(0.5)

**Resume**

Name and contact details	(1)
Objective sentence	(1)
Educational Details	(1)
Experience (if any)	(1)
Achievements	(1)
Strengths and other skills	(1)

**Q: 6 :- Attempt Any Two of the following**

a) Strategies to become a good listener (any six – each for 1 mark)

- i) Maintain silence- except the speaker, everyone should maintain silence avoiding whispering or murmuring.
- ii) Become keen/interested – Have and show interest to listen to the speaker
- iii) Concentrate – The listener should concentrate on what the speaker says
- iv) Take notes – The listener should take notes of main points to revise or to refer the topic.
- v) Give feedback – Giving feedback helps to clear the doubts.

**b) Types of reading**

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- i) **Skimming** – Skimming means to consider the content from the surface.

Almost all written communication is skimmed first. While skimming unimportant ideas, words are ignored to concentrate important points. It is a kind of fast reading to go through the content quickly to get general idea.

**ii) Scanning** – Scanning is to get specific information. In scanning one slows down when an important point is noticed.

c) Short note on Active and Passive listening

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**Active listening:** It is a focused listening to get specific message in it such as the central idea, examples, other details etc. It is interactive and productive e.g. group discussion, meeting, job interviews etc.

**Passive listening:** It is superficial listening where listener is little aware for the content of message. Here the output is not expected as listener may ignore the message. Hence it is called passive listening e.g. entertaining programs, listening music etc.

.....**The End**.....