



R. Sambal

Avinashilingam Institute for Home Science and Higher Education for Women
(Deemed to be University Estd. u/s 3 of UGC Act 1956, Category 'A' by MHRD)
Re-accredited with 'A++' Grade by NAAC. Recognised by UGC Under Section 12B
Coimbatore - 641 043, Tamil Nadu, India

Bachelor's Degree Examination – November 2024
III Semester

Class : II UG

Major : All Majors

23BSCS01 / 23BSBCS1 Communication Skills

Time: 3 Hours

Max. Marks: 100

Course Outcomes:

- CO1: Improved competence in oral and written communication
- CO2: Preparedness and ability to respond to various situations effectively
- CO3: Refined use of language in written communication
- CO4: Enhanced understanding of professional use of English language
- CO5: Ability to practice self-directed learning

Part A

25 x 1 = 25

Choose the Correct Answer

1. Linking is words and phrases together so that the whole text is clear and readable is
a. cohesion
b. joining
c. conjunction
d. connectors
2. Which of the following is not a part of verbal communication?
a. Lecturing
b. Smiling or frowning
c. Preaching
d. Interview
3. The primary goal of communication is
a. to create barriers
b. to create noises
c. to effect a change
d. none of the above
4. Which of these should be avoided while delivering a speech?
a. Confidence
b. Rudeness
c. Pauses
d. Clarity
5. Brainstorming can be used for
a. critical thinking
b. coherent thinking
c. generating new ideas
d. out of box thinking
6. In oral communication there is a possibility of immediate
a. reaction
b. response
c. reflection
d. reset
7. Listening is the ability to _____ and respond to both verbal and nonverbal messages.
a. understand
b. analyze
c. respect
d. none of the above
8. Which of these is important in mutual understanding with friends?
a. Effective listening
b. Encourage
c. Writing
d. Speaking
9. A Good presenter should
a. manage the time
b. sequence the idea
c. clarify the doubts
d. all the above
10. Time blocking is a technique to improve
a. analyzing ability
b. resolving conflicts
c. presentation
d. organizing effectively
11. A debate should begin with
a. frustration
b. attitude
c. a powerful quotation
d. all the above
12. What is the anagram of the word "a gentleman"?
a. Elegant man
b. Need man
c. Mental man
d. Manly
13. We _____ off our old clothes and bought new clothes for diwali.
a. cost
b. caste
c. coast
d. cast

14. How can public speakers create rapport with the audience?
 a. Avoiding eye contact with the audience b. Speaking in a monotone voice
 c. Sharing personal stories and experiences d. Using complex language and jargon
15. The _____ messages help to strengthen relationships and to create goodwill among the audience.
 a. aggressive b. polite c. trivial d. unfaithful
16. I had to stay at home, _____ my brother went out with his buddies.
 a. whereas b. while c. when d. both a & b
17. Being fuzzy means
 a. quick b. slow c. lack of clarity d. lazy
18. Which of the following is a positive body language?
 a. Biting nails b. Doodling
 c. Fidgeting d. Maintaining eye contact
19. The type of participant in brainstorming is
 a. homogeneous b. heterogeneous
 c. indigenous d. students
20. Communication includes LSRW skills and also
 a. resistance and observing b. relaxing and hearing
 c. sympathy and observing d. observing and empathy
21. The process of organizing involves the following steps: arrange them in correct order.
 i. Identification
 ii. Assignment of duties
 iii. Establishing reporting relationship
 iv. Division of work
 a. i,iv,ii,iii b. iv,i,iii,ii c. ii,iii,i,iv d. iii,iv,i,ii
22. Which of the quality is important in group discussion?
 a. Ignorance b. Hostility
 c. Emotional stability d. Outrage
23. These people are artists and _____ skills are extraordinary.
 a. they're b. their
 c. there d. they or
24. Which technique implies 25 minutes work and 5 minutes break ?
 a. Time blocking b. Time boxing
 c. Eat the frog d. Pomodoro
25. What occurs when people have different views on what values, deadlines, and goals are important ?
 a. Fight b. Satisfaction
 c. Agreement d. Conflict

Part B

6 x 5 = 30

Answer ALL questions

Each answer should not exceed 200 words or two pages

- 26.a. What is Active Listening? Illustrate the 3 A's of Active Listening.
 (or)
 26.b. Define Communication. Write a short note on *Communication Process*.
- 27.a. Enumerate Conflict and its Causes.
 (or)
 27.b. Write a brief note on Problem Solving.
- 28.a. Expound *Homophones, Homonyms* and *Anagrams* with examples.
 (or)
 28.b. Explicate Debate and its types.
- 29.a. Enumerate the Kinds of Body Language.
 (or)
 29.b. What are the ways to improve 'Communication'?
- 30.a. Illustrate 6 c's of Decision Making.
 (or)
 30.b. Explain linking words with five examples.

31. a. Mention any six differences between Focused Discussion and Brain Storming.

(or)

31.b. Read the following passage and answer the questions given below:

Today, I Rabindranath Tagore complete eighty years of my life. As I look back on the vast stretch of years that lie behind me and see in clear perspective the history of my early development, I am struck by the change that has taken place both in my own attitude and in the psychology of my countrymen – a change that carries within it a cause of profound tragedy. Our direct contact with the larger world of men was linked up with the contemporary history of the English people whom we came to know in those earlier days. It was mainly through their mighty literature that we formed our ideas with regard to these newcomers to our Indian shores. In those days the type of learning that was served out to us was neither plentiful nor diverse, nor was the spirit of scientific enquiry very much in evidence. Thus their scope being strictly limited, the educated of those days had recourse to English language and literature. Their days and nights were eloquent with the stately declamations of Burke, with Macaulay's long-rolling sentences; discussions centered upon Shakespeare's drama and Byron's poetry and above all upon the large-hearted liberalism of the nineteenth-century English politics.

At the time though tentative attempts were being made to gain our national independence, at heart we had not lost faith in the generosity of the English race. This belief was so firmly rooted in the sentiments of our leaders as to lead them to hope that the victor would of his own grace pave the path of freedom for the vanquished. This belief was based upon the fact that England at the time provided a shelter to all those who had to flee from persecution in their own country. Political martyrs who had suffered for the honor of their people were accorded unreserved welcome at the hands of the English. I was impressed by this evidence of liberal humanity in the character of the English and thus I was led to set them on the pedestal of my highest respect. This generosity in their national character had not yet been vitiated by imperialist pride. About this time, as a boy in England, I had the opportunity of listening to the speeches of John Bright, both in and outside Parliament. The large-hearted, radical liberalism of those speeches, overflowing all narrow national bounds, had made so deep an impression on my mind that something of it lingers even today, even in these days of graceless disillusionment.

- i. From the first paragraph, give a synonym for 'deep':
A) perspective B) profound C) tragedy D) psychology
- ii. What helped the Indians to conceive of a notion of the Englishmen?
A) advanced weaponry B) literature C) orders D) administration
- iii. Who could read and gain from English literature?
A) educated Indians B) all Indians C) only writers D) none of the above
- iv. From the second paragraph, give an antonym for 'victorious'.
A) victor B) defeat C) belief D) persecution
- v. Whose speeches did Tagore listen to, as a boy?
A) Shakespeare B) Byron C) John Bright D) Macaulay

Part C

3 x 15 = 45

Answer ALL questions

Each answer should not exceed 800 words or four pages

32.a. Explain the 7 c's of Communication with examples.

(or)

32. b. Elucidate Presentation Skills with check list.

33. a. What are the five ways to organize To-Dos efficiently ?

(or)

33.b. Write a detailed note on Public Speaking.

34.a. Explain Decision Making in detail.

(or)

34. b. What are the barriers to Communication? Enumerate in detail.