



Maintaining

# nashilingam 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- now MoE)

Re-accredited with 'A++' Grade by NAAC. Recognised by UGC under Section 12B

Coimbatore - 641 043, Tamil Nadu, India

## Continuous Internal Assessment I - August 2024

### Semester III

Class: II UG / II AHS

Major: All Majors

Time: 2 Hours

Max. Marks: 40

### 23BSBCS1 Communication Skills

#### Course Outcomes:

1. Improved competence in oral and written communication
2. Preparedness and ability to respond to various situations effectively
3. Refined use of language in written communication
4. Enhanced understanding of professional use of English language
5. Ability to practice self-directed learning

#### Part A

15 x 1 = 15

#### Choose the Correct Answer

1. Which of the following is among the 3 A's of communication?  
a. active                      b. attitude                      c. action                      d. assessment
2. Exchange of ideas between two or more people is  
a. communication                      b. understanding                      c. telling                      d. speaking
3. How many types of language skills are there?  
a. four                      b. three                      c. six                      d. eight
4. The person who transmits the message is called  
a. sender                      b. gives                      c. taker                      d. receiver
5. The person running the show in brainstorming is called as  
a. moderator                      b. facilitator                      c. interpreter                      d. supervisor
6. Which one of the following is a problem solving method?  
a. creativeness                      b. group discussion                      c. debate                      d. brainstorming
7. Waving is form of \_\_\_\_\_ communication.  
a) verbal    b) written    c) visual    d) non-verbal
8. \_\_\_\_\_ Communication is friendly open and honest.  
a) complete    b) courteous    c) concrete    d) concise
9. Which of the following do not belong to the checklist for preparing a presentation?  
a) presenter    b) subject matter    c) time    d) visual aids
10. How many C's are there in the decision making?  
a) four    b) six    c) two    d) five
11. Which of the following is a strategy to resolve conflicts?  
a) being organized    b) stress management    c) punctuality    d) smile
12. Being organized results in  
a) happy    b) stressful    c) increased productivity    d) mess-up
13. Communication through \_\_\_\_\_ and \_\_\_\_\_ is called verbal communication  
a) written material and gestures                      b) gestures and spoken words  
c) spoken words and written material                      d) body language and gestures
14. \_\_\_\_\_ is a tool for communication.  
a) phrases                      b) language                      c) modem                      d) internet
15. Match the following body language gestures with their meanings:  
(1) Yawning                      (a) lack of confidence  
(2) Nodding                      (b) tired  
(3) Crossing of arms                      (c) confirmation  
(4) Shaking of legs                      (d) defensive  
a) 1- d, 2- c, 3- b, 4- a    b) 1-c, 2-a, 3-d, 4-b    c) 1-b, 2-c, 3-d, 4-a    d) 1-a, 2-b, 3-c, 4-d

#### Part - B

5 x 2 = 10

#### Answer the following

16. Write a short note on 3A's of active listening.
17. What are the 6C's of decision making?
18. Mention some ways to resolve conflicts.
19. What is the difference between *Language skills* and *Communication skills*?
20. What are the benefits of organizing effectively?

#### Part C

#### Answer all the questions

3 x 5 = 15

21. Define: a. Brainstorming b. Focused discussion. Mention any 3 differences between the two.
22. What are the 7C's of Communication? Explain each term with an example.
23. How to make an effective presentation? Suggest some tips and techniques to prepare for effective presentation.