



*Mavin*

**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- 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**  
**23BDCS01 – Communication Skills**  
**Semester I**

**Class: I yr B.Ed & B.P.Ed**  
**Major: All Majors**

**Time: 2 Hours**  
**Max. Marks: 50**

**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**

**10 x 1 = 10**

**Fill in the blanks**

1. \_\_\_\_\_ is a skill that involves all senses, in contrast to hearing which involves only the ears.
2. Exchange of ideas between two or more people is called \_\_\_\_\_
3. The term used for response in the Communication process is called \_\_\_\_\_
4. \_\_\_\_\_ is an example of non-verbal communication
5. The purpose of brainstorming is to generate \_\_\_\_\_
6. \_\_\_\_\_ is one among 6C's of decision making.
7. \_\_\_\_\_ the problem is the first step in problem solving.
8. Yawning is a gesture which shows that the person is \_\_\_\_\_
9. Using \_\_\_\_\_ aids will help in effective presentation
10. A Focused group discussion aims to build on an already \_\_\_\_\_ idea.

**Part – B**

**5 x 3 = 15**

**Answer all the questions**

11. List the strategies of Conflict resolution and explain in a sentence or two.
12. Enumerate the benefits of organizing effectively.
13. Make a checklist for effective presentation.
14. What are the 3 A's of active Listening? Give short notes.
15. Explain the elements of *Communication Process*.

**Part C**

**Answer all the questions**

**5 x 5 = 25**

16. Imagine you are expected to make a presentation to the Principal of the school you are working in. Explain how you will make it effective.
17. Differentiate between Brainstorming and Focused discussion.
18. What are the 7C's of Communication? Explain each term with an example.
19. Give a brief account on Verbal & Non-verbal Communication with examples
20. Elaborate one of your personal life experiences of decision making with the help of the 6 C's of decision making.

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