



*K. Sambath*

**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. CGPA 3.65/4, Category I by UGC

Coimbatore - 641 043, Tamil Nadu, India

**Continuous Internal Assessment I – August 2025  
III Semester**

**23BSBCS1 Communication Skills**

**Class : II UG  
Major : All Majors / AHS**

**Time: 2 Hours  
Max. Marks: 40**

**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 the most important in the elements of communication?  
a. Sender                      b. Message                      c. Channel                      d. Feedback
2. What is the primary purpose of introduction in a presentation?  
a. To summarize the main points  
b. To provide detailed information  
c. To grab the audience's attention and introduce the topic  
d. To thank the audience for attending
3. Effective decision making requires balancing of both \_\_\_\_\_ and \_\_\_\_\_.  
a. magical and political                      b. bioethical and practical  
c. analytical and logical                      d. logical and practical
4. \_\_\_\_\_ way of communicating advises the speaker to be kind while communicating.  
a. Courageous                      b. Courteous                      c. Confident                      d. Concise
5. Before a presentation, you must \_\_\_\_\_.  
a. change the points                      b. chat with friends  
c. take a deep breath                      d. scroll mobile phone
6. Which one of the following does not belong to the 3 A's of Active Listening?  
a. Adjustment                      b. Attention                      c. Affection                      d. Attitude
7. What is Pomodoro technique?  
a. Working with a break                      b. Postponing                      c. Prioritizing                      d. Playing
8. \_\_\_\_\_ is an example for Body Language.  
a. Email                      b. Letter                      c. Eye contact                      d. Poem
9. Message is transmitted through a \_\_\_\_\_ to the receiver.  
a. channel                      b. feedback                      c. decoding                      d. encoding
10. Which of these must be avoided in a group discussion?  
a. Speaking fast                      b. Asking questions  
c. Speaking facts                      d. Speaking with clarity
11. \_\_\_\_\_ is a technique to have a dual track with the listener.  
a. The swiveling spotlight                      b. Always wear a Whatzit  
c. Hans's Horse Sense                      d. The latest news
12. The process of identifying, analyzing and resolving the obstacles is known as \_\_\_\_\_.  
a. critical thinking                      b. decision making  
c. observation skills                      d. problem solving
13. What is the main goal of brainstorming?  
a. To criticize ideas  
b. To generate a wide range of ideas without judgment.  
c. To implement the first idea that comes up  
d. None of these
14. Any message or signal given back by the receiver is known as \_\_\_\_\_.  
a. channel                      b. feedback                      c. message                      d. comment
15. \_\_\_\_\_ is an example of Visual Communication.  
a. Essays                      b. Pie chart                      c. Story                      d. Newspaper article

**Part B**  
**Answer the following**

5 x 2 = 10

16. Write a short note on 3A's of Active Listening with examples.
17. What are the 6C's of Decision Making?
18. Mention any three Effective Communication Techniques.
19. Write any two differences between Brainstorming and Focused Discussion.
20. Explain the role of Body Language in Communication with examples.

**Part C**  
**Answer all questions**

3 x 5 = 15

21. Discuss on Presentation Skills.
22. Explain the key components that make Communication effective.
23. Read the passage below and answer the following questions.

Have you ever wondered what keeps a hot air balloon flying? The same principle that keeps food frozen in the open chest freezers at the grocery store allows hot air balloons to fly. It's a very basic principle: Hot air rises and cold air falls. So while the super-cooled air in the grocery store freezer settles down around the food, the hot air in a hot air balloon pushes up, keeping the balloon floating above the ground. In order to understand more about how this principle works in hot air balloons, it helps to know more about hot air balloons themselves.

A hot air balloon has three major parts: the basket, the burner, and the envelope. The basket is where passengers ride. The basket is usually made of wicker. This ensures that it will be comfortable and add little extra weight. The burner is positioned above the passenger's heads and produces a huge flame to heat the air inside the envelope. The envelope is the colorful fabric balloon that holds the hot air. When the air inside the envelope is heated, the balloon rises.

The pilot can control the up-and-down movements of the hot air balloon by regulating the heat in the envelope. To ascend, the pilot heats the air in the envelope. When the pilot is ready to land, the air in the balloon is allowed to cool and the balloon becomes heavier than air. This makes the balloon descend.

Before the balloon is launched, the pilot knows which way the wind is blowing. This means that the pilot has a general idea about which way the balloon will go. But, sometimes the pilot can actually control the direction that the balloon flies while in flight. This is because the air above the ground is sectioned into layers in which the direction of the wind may be different. So even though the pilot can't steer the balloon, the pilot can fly or higher or lower into a different layer of air. Some days the difference between the directions of the wind between layers is negligible. But other days the difference is so strong that it can actually push the balloon in a completely different direction!

1. As used in paragraph 3, which is the best synonym for ascend?
  - a. move down
  - b. stay
  - c. sink
  - d. fly
2. According to the author, wicker is \_\_\_\_\_.
  - I. comfortable II. lightweight III. durable
  - a. I only
  - b. I and II only
  - c. II and III only
  - d. I, II, and III
3. Which is the best antonym for comfortable?
  - a. unpleasant
  - b. fall
  - c. drop
  - d. pleasant
4. According to the passage which of the following statements is NOT true?
  - a. The pilot knows which way the wind is blowing
  - b. To ascend, the pilot heats the air in the envelope
  - c. Cool air collects above the ceiling when you open a refrigerator.
  - d. When the air inside the envelope is heated, the balloon rises.
5. If the hot air balloon pilot wants to change directions during flight, what might he or she do to accomplish this?
  - a. Head toward a mountain peak
  - b. Wait for it to rain
  - c. Fly into a cloud
  - d. Fly higher

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830 + 340 + 150 = 1320