

**2 0 2 3**

( NEP—2020 )

( 1st Semester )

**ENGLISH**

( Ability Enhancement Course )

**( Communication Skill )**

*Full Marks : 75*

*Time : 3 hours*

*The figures in the margin indicate full marks for the questions*

**( SECTION : A—OBJECTIVE )**

( Marks : 10 )

Tick (✓) the correct answer in the brackets provided :

1×10=10

- 1.** The word 'communication' is taken from the Latin word 'communicare' or 'communico' which means

- (a) to give ( )
- (b) to share ( )
- (c) to take ( )
- (d) to receive ( )

- 2.** The response a receiver sends back to the sender after receiving a message is

- (a) answer ( )
- (b) report ( )
- (c) result ( )
- (d) feedback ( )

- 3.** The process of communication is a/an \_\_\_\_\_ concept.
- (a) intensive (    )
  - (b) extensive (    )
  - (c) comprehensive (    )
  - (d) exclusive (    )
- 4.** Non-verbal communication blends with
- (a) movement (    )
  - (b) speech (    )
  - (c) gesture (    )
  - (d) facial expression (    )
- 5.** The way you conduct yourself when facing an audience is called
- (a) posture (    )
  - (b) expression (    )
  - (c) eye contact (    )
  - (d) attention (    )
- 6.** \_\_\_\_\_ should help to clarify or reinforce your ideas.
- (a) Physical appearance (    )
  - (b) Gestures (    )
  - (c) Movements (    )
  - (d) Posture (    )
- 7.** The degree of highness or lowness in the voice is called
- (a) volume (    )
  - (b) tone (    )
  - (c) speed (    )
  - (d) pitch (    )
- 8.** Prejudice against the speaker can be an example of
- (a) interpersonal barrier (    )
  - (b) psychological barrier (    )
  - (c) semantic barrier (    )
  - (d) organizational barrier (    )

9. Which of the following is not a step in preparing for a presentation?
- (a) Identifying the topic and purpose ( )
  - (b) Analyzing audience ( )
  - (c) Gathering information ( )
  - (d) Not organizing materials ( )
10. The mode of delivery in which speech is delivered from memory is called
- (a) extempore speech ( )
  - (b) elocution ( )
  - (c) memorized speaking ( )
  - (d) manuscript reading ( )

**( SECTION : B—SHORT ANSWERS )**

( Marks : 25 )

Answer any *five* of the following questions, taking at least *one* from each Unit :

5×5=25

UNIT—I

1. What do you understand by 'communication' ?
2. What is the difference between encoding and decoding?
3. Explain the effect of 'noise' in the process of communication.

UNIT—II

4. Discuss formal and informal channels of communication.
5. Explain the importance of posture in non-verbal communication.
6. What is the difference between pitch and volume?

### UNIT—III

7. What is an oral presentation?
8. What is manuscript reading?
9. What do you understand by 'audience's participation' in a presentation?

#### ( SECTION : C—DESCRIPTIVE )

( Marks : 40 )

Answer any *four* of the following questions, taking at least *one* from each Unit :

10×4=40

### UNIT—I

1. Explain what is meant by linguistic constraint in the process of communication.
2. Write a note on the process of communication.
3. What are the different factors affecting communication? Explain each one of them.

### UNIT—II

4. What do you understand by non-verbal communication? Explain at least three types of non-verbal communication.
5. State the barriers of communication and methods of overcoming them.
6. What is the importance of non-verbal communication techniques? Justify your answer with examples.

### UNIT—III

7. Discuss the different vocal communication techniques.
8. Write down all the steps for manuscript preparation.
9. What is extemporaneous delivery? Mention its advantages.

★ ★ ★