DE-1714
B. Sc. (IT) (Sem. I) Examination
March / April - 2016
Communication Skills : Paper - 101

Time : Hours] [Total Marks : 70

Instructions :

(1) Fillup strictly the details of signs on your answer book.

(2) Figures to the right indicates full marks.
(3) Clearly mention the options you choose.

1. Explicate with examples different ways of communicating any two of the following: (14)
   (a) Self introduction
   (b) Taking Leave
   (c) Barriers to Communication

2. Explain the Following : (Any two) (14)
   (a) Process of communication with a diagram & examples
   (b) General and specific greetings
   (c) “Listening skill precedes speaking skill”

3. Answer the following : (Any two) (14)
   (a) Which is the best kind of listening? Explain giving reasons.
   (b) Highlight the characteristics of a good speaker.
   (c) “The knot you tie with your tongue cannot be untied with your teeth” - Explain the statement with reference to speech styles.

DE-1714] [Contd...
4. Write short notes on: (Any two) (14)

(a) Role of Self Introduction in Professional communication

(b) Active listening

(c) Forms of Requests and Gratitude

5. Do as Directed: (14)

A. Match the language snippets given in Column (A) with the appropriate situations in Column (B). (05)

<table>
<thead>
<tr>
<th>Column A</th>
<th>Column B</th>
</tr>
</thead>
<tbody>
<tr>
<td>Well, in any case, it was a superb concert</td>
<td>The person is making a negative comment about the book</td>
</tr>
<tr>
<td>In other words, I feel there’s too little information in this guide.</td>
<td>Somebody is praising a music programme.</td>
</tr>
<tr>
<td>There’s a lot of rubbish being shown in this serial.</td>
<td>A viewer is commenting on a TV programme</td>
</tr>
<tr>
<td>Please, Rao. I know it’s a bit of an unpleasant job, but we have to do it.</td>
<td>A person discussing a very personal problem with a friend</td>
</tr>
<tr>
<td>I really don’t know what to do Raj; I think I’ll say no to him.</td>
<td>A person is persuading his/ her colleague to take up some task.</td>
</tr>
</tbody>
</table>

B. Fill in the blanks with correct forms of verbs given in the brackets. (05)

Every morning Ram and his wife..... (go) for a walk. There...... (be) two more couples who...... (walk) along the same road. An aged man, accompanied by his two sons, also...... (have) chosen the same road for his walk. This man unlike others,..........(walk) rather slowly.

C. Give the Degrees of Comparison for the following: (04)

Good

Bad