

B.A Sem VI (Gen) Exam, 2022

English

SEC 4

Time: 2hrs

Full Marks: 40

Option A (Soft Skills)

1. Answer *any five* of the following: 2X5=10
 - a. What do you mean by communication?
 - b. Define self management.
 - c. Define adaptability in the context of soft skills.
 - d. Mention any two types of soft skills.
 - e. What do you mean by formal communication?
 - f. State any two types of communication barriers.
 - g. What do you understand by empathy?
 - h. What is the importance of time management?

2. Answer *any two* of the following: 5X2=10
 - a. Mention some of the steps involved in problem solving.
 - b. Discuss in brief how to improve workplace etiquette.
 - c. Briefly discuss emotional intelligence.
 - d. What is the difference between pair work and group work?

3. Answer *any two* of the following: 10X2=20
 - a. Analyse the role of a teacher as a good leader.
 - b. Discuss the different types of communication.
 - c. What are the various types of social skills?
 - d. State the benefits of verbal communication.

Option B (Spoken English)

1. Answer any five of the following questions: 2X5=10
 - a. What is 'organizational communication'?
 - b. Mention two differences between formal and informal communication.
 - c. Mention two tools of electronic communication.

- d. What do you mean by 'weak form' and 'strong form' in Phonetics?
- e. Mention two disadvantages of telephonic conversation.
- f. What is meant by 'encoding' and 'decoding' in the process of communication?
- g. Define discourse.
- h. Mention two qualities of a good listener.

2. Answer any two of the following questions: 5X2=10

- a. Mention briefly the objectives of verbal communication.
- b. Write briefly on the role of 'feedback' in communication.
- c. Point out the differences between oral communication and written communication.
- d. Discuss some of the barriers to effective communication.

3. Answer any two of the following questions: 10X2=20

- a. Write a note on the features of effective communication.
- b. Write an essay on the various tools of communication.
- c. Discuss the advantages and disadvantages of conducting a meeting on online platform.
- d. Draft the text of an interview between the Managing Director of a garment manufacturing company and a candidate seeking employment as the Sales Manager of a store of that company.