

(6 pages)

Reg. No. :

Code No. : 22970 E Sub. Code : JCSB 5 B

U.G. (CBCS) DEGREE EXAMINATION,
NOVEMBER 2018.

Fifth Semester

Part IV — Common Skilled

EFFECTIVE COMMUNICATION

(For those who joined in July 2016 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer.

1. Good communication skills involve effective _____.
(a) Listening (b) Speaking
(c) Reading (d) Writing
2. Which of these is not considered in a telephonic conversation?
(a) The tone of the speaker
(b) The volume of the speaker
(c) Body language
(d) The emotional context of the communication

3. To make our communication effective, we should follow _____ C's and _____ S's.
(a) seven, four (b) seven, three
(c) six, four (d) six, three
4. The proper way to establish a good rapport with the audience is to _____.
(a) point a finger (b) make eye contact
(c) wave your hands (d) stand erect
5. Resume is called curriculum vitae in _____.
(a) India (b) France
(c) North America (d) South America
6. Generally speaking, in business we communicate to _____.
(a) entertain
(b) both persuade and inform
(c) to inform
(d) to persuade
7. The most important quality in a group discussion is _____.
(a) Hostility (b) Ignorance
(c) Aggressiveness (d) Emotional stability

Page 2 Code No. : 22970 E



8. Give the noun forms of the word 'refuse'.
- (a) refusing (b) refusement
(c) refused (d) refusal
9. Give one word substitute for 'The study of ancient societies'.
- (a) Anatomy (b) Archaism
(c) Anthropology (d) Pedagogy
10. Give the synonym of the word 'grab'.
- (a) get (b) snatch
(c) throw (d) play

PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).

Answer should not exceed 250 words.

11. (a) What are the barriers to effective listening?
- Or
- (b) List down five tips to develop our listening skills.

Page 3 Code No. : 22970 E

12. (a) Write a dialogue between an account-holder and a bank officer regarding opening a joint account.

Or

- (b) How would you host the annual day celebrations in your college?
13. (a) What are the essential skills required to develop our reading skills?

Or

- (b) Write a note on 'Reading and comprehension are two sides of the same coin'.
14. (a) Prepare an agenda for Inaugural function of an Intercollegiate cultural fest at your college.

Or

- (b) Describe a road accident you witnessed.
15. (a) Give the meaning of the following words :
- (i) Repentance
(ii) Confess
(iii) Imitate
(iv) Console
(v) Ditch.

Or

Page 4 Code No. : 22970 E
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(b) Give one word substitutes for the following :

- (i) Handwritten document
- (ii) That is prohibited by law
- (iii) An assembly of listeners
- (iv) One who is present everywhere
- (v) Thing no longer in use.

PART C — (5 × 8 = 40 marks)

Answer ALL questions choosing either (a) or (b).

Answer should not exceed 600 words.

16. (a) State the different types of listening.

Or

(b) Explain the essential elements required to improve the listening skills of an individual.

17. (a) Write a commentary on the Inter-collegiate cricket match conducted in your college.

Or

(b) Imagine yourself as an interviewer, write down the questions you would ask your interviewee.

Page 5 Code No. : 22970 E

18. (a) Write a letter to a newspaper editor about the nuisances caused by beggars at traffic signals.

Or

(b) Write a report about your experience while witnessing the football finals of your college team.

19. (a) Compose an email to your HOD regarding recommendation for fee concession.

Or

(b) How would you reply to an email complaint from a customer of your company?

20. (a) Discuss the various ways for effective vocabulary enhancement.

Or

(b) Explain the role of vocabulary in learning English for communication.

Page 6 Code No. : 22970 E

