B.A Sem VI (Gen) Exam, 2022

English

SEC 4

Time: 2hrs

Full Marks: 40

Option A (Soft Skills)

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