

Course Code CCS – 01(T)

Term End Examination – December, 2019

LISTENING AND ORAL COMMUNICATION
SKILLS (THEORY)

Certificate in Communication Skills (CCS)

Time : 2 hours

Full Marks : 50

The figures in the right-hand margin indicate marks

Answer **all** questions

1. Fill in the blanks with correct alternatives : 1×5=5

(a) The flow of information from sender to receiver is called _____.

(i) reverse communication

(ii) feedback

(iii) optimal learning

(iv) receiver flow

(b) Communication is a non-stop _____.

(i) program

(ii) process

(iii) channel

(iv) plan

(2)

(c) Our dress code is an example of _____ communication.

- (i) verbal
- (ii) nonverbal
- (iii) written
- (iv) spoken

(d) The message may be misinterpreted because of _____.

- (i) barriers
- (ii) distortions
- (iii) distractions
- (iv) noise

(e) _____ is not an example of one too many communication.

- (i) radio
- (ii) classroom
- (iii) telephone
- (iv) television

2. Write short notes on *any two* in about 100 words each : $5 \times 2 = 10$

(a) Inferencing

(3)

(b) Filters

(c) Utterance stress

(d) Visual aids.

3. Answer *any two* questions in about 200 words each : $10 \times 2 = 20$

(a) What is the role of language in spoken communication?

(b) What are different types of listening?

(c) What is the importance of posture and gesture in speech?

(d) What are the rules of telephone etiquette?

4. Answer *any one* question in about 300 words each : $15 \times 1 = 15$

(a) Describe the process of communication.

(b) How noise interferes with listening?
