

Term End Examination June 2019
Certificate in Communication Skills (CCS)
LISTENING AND ORAL COMMUNICATION (THEORY)

CCS-01

Time: 3 Hours

Maximum Marks: 50

(Answer All the questions form Group-A, any two questions from Group -B, any two questions from Group -C and any one questions from Group -D)

Group-A

1. Fill in the blanks. Answer all the questions **1X5=5**

- a) The flow of information from receiver to sender is called____.
- b) ____means to impart understanding of the message.
- c) ____ must be avoided for effective communication.
- d) The first step in language learning is ____
- e) ____ is not an example of one to many communication.

Group-B

2. Write answers to any two of the following in 100 words. **5X2=10**

- a) Kinesis
- b) Filters
- c) Critical listening
- d) Problem sounds

Group-C

3. Answer any two of the following questions in about 200 words. **10X2=20**

- a) What is the role of language in verbal communication?
- b) What are different types of listening?
- c) Importance of intonation and stress in speech.
- d) What are different barriers in communication?

Group-D

4. Answer any one of the following questions in about 300 words. **15X1=15**

- a) Discuss the different types and modes of communication with examples.
 - b) What are the advantages of effective listening? How one can improve listening skill.
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