

**Term End Examination : June 2018**  
**Certificate in Communication Skills**  
**CCS-01: Listening and Oral Communication Skills**

Time: 2 Hours

Maximum Marks: 50

*Read the instructions carefully before attempting questions from each group.*

**GROUP – A**

**Q.No. 1. Answer all questions. Fill in the blanks with the correct alternative. [1 X 5 = 5]**

- i. In \_\_\_\_\_ the receiver interprets the message and translates it into meaningful information.  
 (a) encoding                      (b) noise                      (c) decoding                      (d) feedback
- ii. Kinesics is \_\_\_\_\_.  
 (a) postures                      (b) eye contacts                      (c) time language                      (d) body language
- iii. Reading comprehension means\_\_ a written text.  
 (a) re-writing                      (b) understanding                      (c) guessing                      (d) summarising
- iv. \_\_\_\_\_ listening is also called critical listening.  
 (a) therapeutic                      (b) discriminative                      (c) empathetic                      (d) evaluative
- v. During an oral presentation, \_\_\_\_\_ is the stage where you tell your audience, the aim of your presentation.  
 (a) feedback                      (b) introduction                      (c) conclusion                      (d) question session

**GROUP – B**

**Q.No. 2. Write short notes on any two (2) in about 50 words each. [5 X 2 = 10]**

- a) Gestures
- b) Dyadic Communication
- c) Utterance Stress
- d) Structure Words

**GROUP – C**

**Q.No. 3. Write short notes on any two (2) in about 200 words each. [10 X 2 = 20]**

- a) What is the role of language in verbal communication?
- b) What are the ways to improve critical listening?
- c) How listening is different from hearing?
- d) What are the rules of telephone etiquette?

**GROUP – D**

**Q.No. 4. Write short notes on any one (1) in about 250 words each. [15 X 1 = 15]**

- a) How noise interferes with listening? Describe the kinds of noise.
- b) What is intonation in speech? Describe the situations where we use falling intonation and rising intonation with example.

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