



ଓଡ଼ିଶା ରାଜ୍ୟ ମୁକ୍ତ ବିଶ୍ୱବିଦ୍ୟାଳୟ, ସମ୍ବଲପୁର, ଓଡ଼ିଶା  
Odisha State Open University, Sambalpur, Odisha  
Established by an Act of Government of Odisha.

# ASSIGNMENT – 1 to 4

**SESSION: January 2018**

**CERTIFICATE IN COMMUNICATION SKILLS (CCS)**

**(CCS)**

Please read the instructions carefully before attempting assignment questions.

## INSTRUCTIONS

Dear Learner,

Welcome to the Certificate Programme in Communication Skills (CCS) offered by Odisha State Open University, Sambalpur.

You are required to submit one assignment per course within the stipulated time in order to become eligible to appear in the term-end examination. The assignments will be evaluated by the counselors at your Study Centre. Please submit your assignment response to Coordinator of the Study Centre. Before you attempt the assignments, please go through the course materials carefully. Please read the instructions pertaining to an assignment before you start writing your answer. Do not copy from the course material or from any other source. You are advised to read the material carefully, understand the same and write answers in your own language and style so that you will get good marks/grades.

### **Purpose of Assignments:**

1. Assignments are part of the continuous evaluation process in Open and Distance Learning (ODL) system. Due weightage is given to the marks/grades you obtain in assignments. This will help you for better performance in the term-end examination. If you secure good grades/marks in assignments, your overall performance will improve.
2. Assignments are also a part of the teaching-learning process in ODL. Your assignment, after evaluation, will be returned back to you with specific and general comments by the evaluator. This will help you to know your strength as well as your weakness. Thus, it will establish a two-way communication between learner and evaluator.

### **How to write assignments:**

1. Write your name, programme code, course title, enrolment no. and study centre code in the top sheet of the assignment answer booklet.
2. Write the answers in your handwriting. Give sufficient margin in the left side of each page so that the evaluator will give comments on each paragraph/page.
3. Do not cross the word limit given in each question.
4. Your handwriting should be neat and readable.

### **Weightage for each assignment:**

1. Each assignment will carry 25% weightage and term-end examination will carry 75% weightage.
2. Each assignment will be of 100 marks. But it will carry 25% weightage.
3. You have to score minimum pass mark i.e. 40% in each assignment. In case you do not submit assignment or get fail mark in assignment you have to re-submit in the next year.

***SUBMISSION DATES FOR ASSIGNMENTS***

<b>Sl. No.</b>	<b>Course Name</b>	<b>Course Code</b>	<b>Date of Submission</b>	<b>Day As Per the Calendar</b>
1.	Listening And Speaking Skills	CCS-01	8 <sup>th</sup> April 2018	Sunday
2.	Reading Skills	CCS-02	15 <sup>th</sup> April 2018	Sunday
3.	Writing Skills	CCS-03	22 <sup>nd</sup> April 2018	Sunday
4.	Soft Skills	CCS-04	29 <sup>th</sup> April 2018	Sunday

## **ASSIGNMENT 01**

**Full Mark: 100**

**Course Code: CCS- 01/TMA/Jan/2018**

**Course Title: Listening and Speaking Skills**

**A) Each question carry 20 Marks:**

**Word limit: 500 words**

1. What is the scope and importance of Listening in communication? What are the various stages of listening? What are its benefits and limitations of Listening?
2. What is the significance of Pronunciation in Communication? What are the different intonation patterns and what are their use? Illustrate with some examples

**B) Each question carry 10 Marks:**

**Word limit: 250 words**

1. What do you mean by Oral Communication? What are the theories of communication? How to improve oral communication?
2. What is the importance of Telephonic skills? What is the difference between face to face conversation and telephonic conversation? What are the various component of telephonic conversation?
3. What are the commonly used structures in presentations? what is the importance of visual aids while making a presentation? Explain the significance of language focus while making a presentation.

**C) Each question Carry 5 Marks:**

**Word limit: 100 words**

1. Write in brief about Intonation and Inferencing.
2. What do you understand by Mapping?
3. How do you make Apologies in Oral Communication?
4. What do you mean by Syllable and word stress?
5. Describe in brief about Podium Panic.
6. What are the various ways of greeting?

## ASSIGNMENT 02

**Full Mark: 100**

**Course Code: CCS- 02/TMA/Jan/2018**

**Course Title: Reading Skills**

**A) Each question carry 20 Marks:**

**Word limit: 500 words**

1. What do you understand by Barrett's taxonomy of reading comprehension? What are the various stages in reading? What are the important reading comprehension skills?
2. What is narrative analysis? Explain the features of narrative analysis. Discuss about narrative analysis approach in conflict situation.

**B) Each question carry 10 Marks:**

**Word limit: 250 words**

1. Explain about analyzing the text? Describe about foregrounding.
2. What do you understand by structure of a discourse or speech? How should you plan a structure of a discourse to make it impressive to the readers?
3. Read the comprehension and answer the questions

The issue of road rage requires serious attention. Day by day, it is becoming a great concern. Call it the negligence of the government or the rashness of the drivers, the underlying fact is that at the end of the day, the common man is the one who suffers the most. The commoner driving a two-wheeler who is hit by a speeding SUV, even though the former was following the traffic rules, has nowhere to go in order to seek redressal for his grievances or his injury. A recent case in point is the accident caused by the speeding luxury car owned by Hema Malini. A family of four driving a modest Alto was hit by the over speeding car driven by the actress's driver. It resulted in the death of the youngest child of the family and several injuries to the other family members. To add insult to injury, Malini posted negative comments on a famous social networking website. Part of the problem lies with the attitude and mentality of the driver behind the steering wheel. The car is a personal vehicle and one possesses the freedom to drive it independently and at one's own will. But one must understand that the road on which one drives is open to the public. This blurring of the dichotomy between the public and the private leads to reckless behaviour on the roads. Respect for the elderly and pedestrians, so common in countries abroad, is a thing of rarity to be found in our land. A little consideration to road rules and adoption of simple safety measures such as fastening of the seat belt, can go a long way in reducing this menace.

Questions:

- Q 1 Suggest a suitable title to the passage.
- Q 2 Why does the common man suffer grievously in instances of road rage?
- Q 3 What should the driver understand?
- Q 4 What is the solution to this problem of road rage?
- Q 5 What should be the suitable title for the passage? Justify your answer.

**C) Each question carry 5 Marks:**

**Word limit: 100 words**

1. Describe in brief SQ3R technique?
2. Write in brief about Rhetoric?
3. Brief about Cloze test
4. Write a note on lexical verbs?

**D) Read the following article and answer the questions that follow.**

**(10 Marks)**

### **Jacob the Great**

Jacob hated finishing things almost as much as he loved starting them. As a result, he had gotten into a million hobbies and activities, but he never stuck with any of them long enough to get any good.

He begged his mother for months for a guitar so that he could play Black Eyed Peas songs to Angie, a girl he liked, but after he finally got one for Christmas, he found out that guitars don't play themselves. He took a few lessons, but strumming the strings hurt his fingers and he didn't like holding the pick, so now the five-hundred dollar guitar lives under his bed.

After reading an ad in the back of one of his comic books, Jacob decided that he wanted a Wonder-Sweeper 5000 metal detector, so that he could find buried pirate treasure. So he mowed lawns all summer and didn't spend his money on ice-cream like his younger brother, Alex. He saved it all in a shoe box in his closet. Then he shoveled driveways all winter, and he didn't spend his money on candy and chips like his classmates. By the time spring came he had saved \$200, and he purchased the Wonder-Sweeper 5000 metal detector. He beeped it around the park for a while, but he soon found out that no pirates had ever set sail in his neighborhood, and if they had they didn't leave any treasure. Even though he found a key ring, forty-seven cents, and all the bottle caps he could throw, he buried the metal detector in his closet.

Given Jacob's history with hobbies, it was no surprise that Jacob's father was reluctant to buy him a magician's kit for his birthday. "Geez, Jacob... You sure you wouldn't rather I got you more guitar lessons?" He suggested. Jacob was insistent. "Dad, you've got to get me the magician's kit. This time I'll stick with it for real. I promise! Come on, Dad," Jacob begged. Jacob's father sighed and then replied, "Oh, I don't know, Jacob. Things are awfully tight right now." But Jacob's father was reminded of his own youth long ago, when he quit football and started karate practice before hardly getting his equipment dirty. So when Jacob's birthday came around, Jacob was both surprised and pleased to find the magician's kit that he had desired so badly with a big bright bow on it.

Jacob opened up the box and unwrapped the many parts in the kit. As he did so, he imagined sawing his pet cat in half and putting it back together to the amazement of his friends and family. He took the many fake coins, trick cards, and rope pieces of varying length on the kitchen table and imagined pulling rabbits out of his hat and turning them into pigeons with a mysterious puff of smoke. As Jacob continued pulling plastic thumbs, foam balls, and giant playing cards out of the magic kit, a commercial on the TV caught his attention. "Hey kids! Have you ever wanted to go to space? Experience what it's like to be an astronaut? Do you want to explore the universe? Well, now you can." As the commercial continued playing, Jacob walked away from the magic kit on the kitchen table and stared at the TV screen longingly. "For only \$195 you can go to space camp and live life like an astronaut for a whole weekend. Enroll now for a once in a life time experience." Jacob's cry rang throughout the house as he yelled, "MOM!" He now knew what his true purpose in life was.

### **Questions:**

1. According to the text, why does Jacob stop playing the guitar?
2. To whom did Jacob want to play Black Eyed Peas songs?
3. According to the passage, why does Jacob decide that he wants a metal detector?
4. How does Jacob get the items that he wants in the story?
5. When did Jacob buy the metal detector?
6. Why doesn't Jacob's father want to get him the magician's kit for his birthday?
7. Why does Jacob's father buy Jacob the magician's kit?
8. What distracts Jacob from the magician's kit?
9. Which character trait best describes Jacob in regards to his hobbies?
10. What was the author's purpose in writing this text?

## ASSIGNMENT 03

**Full Mark: 100**

**Course Code: CCS- 03/TMA/Jan/2018**

**Course Title: Writing Skills**

**A) Each question carry 20 Marks:**

**Word limit: 500 words**

1. What is the significance of writing skills? What are the various methods of writing? Write in detail about writing process?
2. What are study skills? What are the various note taking techniques. How to improve note taking?  
Read the following text and make notes.

### COFFEE AND ITS PROCESSING

The coffee plant, an evergreen shrub or small tree of African origin, begins to produce fruit 3 or 4 years after being planted. The fruit is hand-gathered when it is fully ripe and a reddish purple in colour. The ripened fruits of the coffee shrubs are processed where they are produced to separate the coffee seeds from their covering and from the pulp. Two different techniques are in use: a wet process and a dry process.

**The wet process** First the fresh fruit is pulped by a pulping machine. Some pulp still clings to the coffee, however, and this residue is removed by fermentation in tanks. The few remaining traces of pulp are then removed by washing. The coffee seeds are then dried to a moisture content of about 12 per cent either by exposure to the sun or by hot-air driers. If dried in the sun, they must be turned by hand several times a day for even drying.

**The dry process** In the dry process the fruits are immediately placed to dry either in the sun or in hot-air driers. Considerably more time and equipment is needed for drying than in the wet process. When the fruits have been dried to a water content of about 12 per cent the seeds are mechanically freed from their coverings.

The characteristic aroma and taste of coffee only appear later and are developed by the high temperatures to which they are subjected during the course of the process known as roasting. Temperatures are raised progressively to about 220-230°C. This releases steam, carbon dioxide, carbon monoxide and other



volatiles from the beans, resulting in a loss of weight of between 14 and 23 per cent. Internal pressure of gas expands the volume of the coffee seeds from 30 to 100 per cent. The seeds become rich brown in colour; their texture becomes porous and crumbly under pressure. But the most important phenomenon of roasting is the appearance of the characteristic aroma of coffee, which arises from very complex chemical transformations within the beans. The coffee, on leaving the industrial roasters, is rapidly cooled in a vat where it is stirred and subjected to cold air propelled by a blower. Good quality coffees are then sorted by electronic sorters to eliminate the seeds that roasted badly. The presence of seeds which are either too light or too dark depreciates the quality.

**B) Each question carry 10 Marks:**

**Word limit: 250 words**

1. What are circular letters? Write a circular letter to inform your customers of your new company address. Include the following points:
  - you will move on the 1st of next month.
  - telephone, fax numbers and email addresses will not change.
  - the move is due to the expansion of the company.
  - apologize for any disruption to business during the move.
2. What are the differences between formal letters and informal letters. You have spent about six weeks in your new college. Write a letter to your father telling him about your experiences so far.
3. Write a letter to Municipal Corporation of your city complaining about the miserable condition of roads in your locality

**C) Each question carry 5 Marks:**

**Word limit: 100 words**

1. What do you understand by drafting.
2. Brief about Coherence.
3. Write a note on Gerunds.
4. Explain about Reduction devices

**D) Read the following article, prepare notes of the main points and write down a précised summary (10 Marks)**

Living with children is one of the few situations where virtue is rewarded. Though it sounds intolerably priggish to say so, parents who think first what's best for the children really do have an easier, more comfortable life than those who do what they like and make the children fit in.

The key decision is: should both parents go out to work? Dr Spock takes the standard line: if a mother realises how vital her care is to a young baby 'it may make it easier for her to decide that the extra money she might earn, or the satisfaction she might receive from an outside job, is not so important after all'.

The evidence is, as usual, more confused. All research agrees on consistent loving care and a high level of stimulation as essential ingredients in optimal child development. But there's increasing doubt that the 24 hours a day, seven days a week mum is the best way to provide it.

Two recent, as yet unpublished, London studies have quite independently come up with the same result: 40 per cent of mothers who stay at home with children under five are clinically depressed, although the depression is not necessarily caused by staying at home. Dr Michael Rutter, of the Maudsley Hospital, and Dr G. Stewart Prince, among others, have shown that depressed mothers produce depressed, neurotic and backward children. There are many other mothers who, without being depressed, are oppressed by the unending repetitive task of caring for a young baby, or the unceasing chatter of a toddler, and so get less pleasure from their children than they might.

Extra money is not to be despised. It buys automatic washers, tumble driers, dish-washers to make life easier and give more real attention-time to the children. It buys time off excursions, holidays. It may make the difference between a town flat and a house with a garden, a better environment for bringing up children.

For professional women there is another difficulty. To give up or even work part-time, probably means climbing painfully back on to the bottom rung of the ladder at 35 or 40 in galling subordination to younger and perhaps less able men.

Assuming the still-normal situation - mother at home - there are ways to guard against the imprisoned feeling. Any arrangement will do as long as it's regular and doesn't involve renegotiation every time.

For instance, once a week, a completely free day and evening during which the mother is relieved of all responsibility. She can visit friends, or go to a museum, spend all morning buying a pair of shoes and needn't come back until she feels like it. The only rule is she must go out, not hang around catching up on household jobs. It's best of all if combined with a regular night out for parents together. You can employ another woman to stand in for the day, set up a reciprocal arrangement with another family, or make it a

Saturday when Father can take over - but that's less good.

The split Saturday works well for some families. Father has morning off, Mother afternoon, to do what they like unencumbered by children. Much nicer for them, too, than the family shopping expedition, which soon makes small children tired and fractious.

Child-free weekends every few months are very restorative, and well worth the money. Family exchanges are fun for older children. Advertise if you don't know a suitable family, but get well acquainted before you go off.

A word of caution: work which can be done at home is superficially attractive - Rhona and Robert Rapport's book *Dual-Career Families* describes several households coping with this situation. But there is good evidence that withdrawal of attention is more harmful to children than physical absence - which is one reason why the switch-off phenomenon associated with maternal depression is so damaging.

Anyone with a toddler knows how he will play happily while you cook, wash up or make beds, but no sooner do you sit down with a book, pick up a complicated piece of knitting or take out your violin than he becomes demanding and tiresome. In our house 'Mum's writing an article' is a signal for unusual gloom, whereas 'Mum's off for the weekend' is excellent news. (But it's not a good idea to leave a child for very long between the ages of 9 months and 2.)

## **ASSIGNMENT 04**

**Full Mark: 100**

**Course Code: CCS- 04/TMA/Jan2018**

**Course Title: Soft Skills**

**A) Each question carry 20 Marks:**

**Word limit: 500 words**

1. What are soft skills, why is it important? Write in brief about the various types of soft skills essential to have expertise in.
2. Define Emotional Intelligence, why is it important? What are the various components of Emotional Intelligence and how these components can enhance productivity.

**B) Each question carry 10 Marks:**

**Word limit: 250 words**

1. What are the key areas you will emphasis while developing a resume. Develop a resume format for yourself for applying in an interview along with the cover letter?
2. Explain the purpose of a group discussion. What are the characteristics of an effective group discussion.
3. Compare written and oral communication. Write an email to your manager requesting him to assign you a project in which you are highly interested. (Mention your skills and experience that makes you competent for the project?)

**C) Each question carry 5 Marks:**

**Word limit: 100 words**

1. Explain about Effective Listening.
  2. What do you understand by Belbin's team role?.
  3. Explain "The Meaty Sandwich" a format of presentation?
  4. Why is gestures considered as an important feature of body language?
  5. Why is gestures considered as an important feature of body language?
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