



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

## ***ASSIGNMENTS***

### **Certificate in Communication Skill (CCS)**

***SESSION: 2020-21***

#### **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 ORAL COMMUNICATION SKILLS	CCS-01	21 <sup>st</sup> March 2021	Sunday
2.	READING SKILLS	CCS-02	21 <sup>st</sup> March 2021	Sunday
3.	WRITING SKILLS	CCS-03	21 <sup>st</sup> March 2021	Sunday
4.	SOFT SKILLS	CCS-04	21 <sup>st</sup> March 2021	Sunday

## **INSTRUCTIONS**

**Dear Learner,**

Welcome to the Certificate Programme in Communication Skill (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 the 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 can 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 the 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 the 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 on the left side of each page so that the evaluator can give comments on each paragraph/page. Do not cross the word limit given in each question.
3. 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 marks in the assignment you have to re-submit it during the next year.

**CCS-01: LISTENING AND ORAL COMMUNICATION SKILLS**

**Full Marks -100**

*[Answer all questions as directed. Figures on the right hand margin indicate Marks]*

**Group – 'A'**

**1. Answer the following questions: [1X10=10]**

- a) Anything which is not in harmony with something is called.....
- b) What is the transfer of information from one person to another called?
- c) The variation in our tone is called.....
- d) What is a context?
- e) Content-oriented listeners are interested in the ..... itself.
- f) ..... is a powerful cue that transmits happiness.
- g) Ethical listening rests heavily on honest .....
- h) ..... can help you in public speaking.
- i) What occurs when a receiver experiences confusion over the meaning of a source's word choice?
- j) Signposts help to guide the audience through a .....

**Group – 'B'**

**2. Answer any four of the following questions within 50-100 words [5X4=20]**

- a) Critical Listening
- b) Semantic Noise
- c) Communication Accommodation Theory
- d) Syllable
- e) Visual Aids

**Group –'C'**

**3. Answer the following questions within 200 words [10x4=40]**

- a) Explain the listening tips.
- b) What is mapping?
- c) Write the four note taking technique.
- d) Elaborate on the fourth stage of the listening process.

**Group- 'D'**

**4. Answer any two of the following questions within 250 words [2X15]**

- a) What are the six ways to improve your critical listening?
- b) Elaborate on the importance of body language in communication?
- c) What is summative and formative feedback?
- d) How can one effectively address to an angry customer?

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**CCS-02: READING SKILLS**

**Full Marks -100**

*[Answer all questions as directed. Figures on the right hand margin indicate Marks]*

**Group – 'A'**

**1. Answer the following questions in one word [1X10]**

- a) The way in which written material is arranged and prepared for printing is called .....
- b) ..... refers to the quality of appropriateness.
- c) Who wrote the book, 'Rhetoric and English Composition'?
- d) Part of word that contains a single vowel-sound is called .....
- e) What is the technical term in linguistics relating to the grammatical arrangement of words?
- f) ..... is the process of learning, understanding and representing knowledge.
- g) What is the intense desire to achieve something is called?
- h) Who introduced the Cloze tests?
- i) One should avoid to use ..... & ..... typeface for readability of a text.
- j) Why is coding useful?

**Group – 'B'**

**2. Write short notes on any four within 100 words [5x4=20]**

- a) Inference
- b) Coding
- c) Cloze test
- d) Rhetoric
- e) Foregrounding

**Group –'C'**

**3. Answer any four of the following questions within 200 words [10x4=40]**

- a) Elaborate on the Resnick and Weaver's concept of reading.
- b) What is literal comprehension?
- c) What is the affective domain?
- d) Define about the readability of a book.
- e) What is figurative meaning?

**Group- 'D'**

**4. Answer any two questions within 250 words: [2x15=30]**

- a) What makes a text difficult to understand? Discuss various factors that affect intelligibility of a text for the readers?
- b) What do you know about SQ3R technique? Discuss.
- c) Define 'Reading'. Justify your answer with suitable examples.
- d) Describe in brief Barret's Taxonomy of Reading Comprehension.

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**CCS-03: WRITING SKILLS**

Full Marks -100

[Answer all questions as directed. Figures on the right hand margin indicate Marks]

**Group - A**

**1. Answer the following question in one word. (1X10)**

- a) Which is a brief statement in an essay introducing main points to be discussed?
- b) What is a careful reading of the draft called?
- c) How do you accept an offer for a job?
- d) Write one type of non-verbal communication.
- e) What is the list of items to be dealt with in a formal meeting called?
- f) What is a letter with common content sent to a large group of people called?
- g) What is a graphical representation of a process is called?
- h) Write one word for the order in which things follows one another.
- i) What is the –ing form of a noun called?
- j) Which is the key unit of a composition?

**Group - B**

**2. Answer any five of the following questions within 100 words (5X4=20)**

- a) Deductive Reasoning
- b) First Draft
- c) Topic Sentence
- d) Skimming
- e) Predict
- f) Letters of Complaint

**Group - C**

**3. Answer the following questions: (Any four) [10X4= 40]**

- a) Write a comparative analysis of Expository and Narrative Discourse.
- b) What is a paragraph? Discuss its structure and length.
- c) Elaborate on Intensive Reading.
- d) Write about taking notes from a lecture.
- e) What is proof reading?

**Group D**

**4. Answer the following questions: ( Any two) (15X2=30)**

- a) What is Graphical Organisers? Explain the four majorly used graphical organizers.
- b) What is a summary? Write about the technique of summarizing.
- c) Elaborate on the types of communication.

**CCS-04: SOFT SKILLS**

**Full Marks -100**

[Answer all questions as directed. Figures on the right hand margin indicate Marks]

**Group – 'A'**

**1. Answer the following questions: [1×10 =10]**

- a) What is the pathway called by which a sender send a message?
- b) What is the term used for listening attentively and carefully?
- c) Communication that occurs between the people is called.....
- d) The art of getting things done is called.....
- e) What is a coded content?
- f) ..... is the most direct format of presentation.
- g) The avoidance of doing a task that needs to be accomplished is termed as.....
- h) What is the process of organizing and planning the division of time called?
- i) Which one is the quickest way to improve your time management?
- j) What is the reply of the receiver towards the message called?

**Group – 'B'**

**2. Write short notes on any four within 100 words**

**[5X4=20]**

- a) Self control.
- b) Barriers to communication.
- c) Emotional intelligence.
- d) Delegative Leadership.
- e) Group discussion skills.

**Group –'C'**

**3. Answer any four of the following questions within 200 words**

**[10x4=40]**

- a) Write the difference between soft skills and hard skill.
- b) Define Group Discussion Skill.
- c) What do you mean by Education for Sustainable Development?
- d) Describe the role of communication in cross- cultural environment.

**Group- 'D'**

**4. Answer any two of the following questions within 250 words (2X15 =30)**

- a) Write down some important 'must have' and 'good to have' soft skills.
- b) What are the advantages of having well developed social skills? What are the techniques one can adopt to improve his social skills?
- c) Define oral communication. What are the benefits of oral communication?
- d) Write down the importance of Presentation and discuss the most effective technique for presentation.

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