



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

CERTIFICATE IN COMMUNICATION SKILL
(CCS)

ASSIGNMENTS

Courses – 1 to 4

SESSION: July – December 2018

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.

SUBMISSION DATES FOR ASSIGNMENTS

Sl. No.	Course Name	Course Code	Date of Submission
1.	LISTENING AND ORAL COMMUNICATION SKILLS	CCS-01	Sunday, 16th December 2018
2.	READING SKILLS	CCS-02	Sunday, 16th December 2018
3.	WRITING SKILLS	CCS-03	Sunday, 16th December 2018
4.	SOFT SKILLS	CCS-04	Sunday, 16th December 2018

Course Title: LISTENING AND ORAL COMMUNICATION SKILLS

Course Code: CCS-01

Coverage: All Blocks

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 'context'?
- b) What does the information expresses?
- c) Write one English word stressed on the first syllable
- d) In the word 'underdog' _____ is stressed?
- e) _____ also regulates the interaction process of a conversation?
- f) In Cultivation Analysis theory what influence the ways we communicated?
- g) Visual aids should not be overloaded with _____.
- h) What occurs when a receiver experiences confusion over the diction of the source?
- i) How can verbs help you in Presentation?
- j) What is pronunciation?

Group – 'B'

2. Answer any four of the following questions within 50-100 words [5x4=20]

- a) What do you mean by standard pronunciation?
- b) What do you mean by context words?
- c) Give a brief account on how intonation is used in communication?
- d) Explain uncovering assumption to improve critical listening?
- e) Why is effective note making necessary?
- f) What is the difference between hearing and listening?

Group – 'C'

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

- a) Describe the term Podium Panic and mention the ways to overcome this.
- b) What is the role of visual aids in presentation?
- c) What is the difference between direct and indirect questions? Illustrate.
- d) What do you understand by the term dissonance? What is Cognitive Dissonance theory?
- e) What is the Groupthink theory? What are the major problems related to this theory?
- f) Elucidate the effectiveness of listening for details.

Group- 'D'

4. Answer any two of the following questions within 250 words

[2X10]

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

Course Title: READING SKILLS

Course Code : CCS-02

Coverage: All Blocks

Full Marks -100

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

Group – 'A'

1. Read the following article and answer the questions that follow : **[1×10 =10]**

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:

- a) According to the text, why does Jacob stop playing the guitar?
- b) To whom did Jacob want to play Black Eyed Peas songs?
- c) According to the passage, why does Jacob decide that he wants a metal detector?
- d) How does Jacob get the items that he wants in the story?
- e) When did Jacob buy the metal detector?
- f) Why doesn’t Jacob’s father want to get him the magician’s kit for his birthday?
- g) Why does Jacob’s father buy Jacob the magician’s kit?
- h) What distracts Jacob from the magician’s kit?
- i) Which character trait best describes Jacob in regards to his hobbies?
- j) What was the author’s purpose in writing this text?

Group – 'B'

2. Answer any four of the following questions within 100 words [5x4=20]

- a) Why reading is seen as ‘an active interaction with the reading material’?
- b) Reading is an integrative process: Discuss
- c) What do you know about ‘Evaluation of Reading’?
- d) Why is it important to develop study skills? Suggest some techniques for improving it.
- e) What do you mean by a ‘verb-stem’? What is its utility in a dictionary?

Group –'C'

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

- a) What is the perceptual domain of reading?
- b) Explain the Inferential Comprehension.
- c) What is the job of a librarian in a school?
- d) Elucidate Rhetoric.
- e) Parallelism in a narrative. Elaborate

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.

Course Title: WRITING SKILLS

Course Code: CCS-03

Coverage: All Blocks

Full Marks -100

GROUP A

1. Answer the following questions:

(1X10=10)

- a) What is an agenda?
- b) What do you mean by formal behavior?
- c) What is a contrast?
- d) Can we say that the first draft is also provisional writing?
- e) What are the two general principles that govern most business writing?
- f) What is a chronological sequence?
- g) Which is the second stage in the three stage processes of technical writing?
- h) What is the key unit of a composition?
- i) What is an abbreviation?
- j) What is a flow chart?

GROUP B

2. Write short notes on any four (word limit 100 words):

(5X4=20)

- | | |
|---------------|----------------------|
| a) Editing. | d) Reduction devices |
| b) Coherence. | e) Brainstorming |
| c) Gerunds. | f) Simple sentence |

GROUP C

3. Answer any four questions in 200 words:

[10X4= 40]

- a) Explain the term Descriptive Discourse in writing skills. Elucidate with suitable examples.
- b) What is a Paragraph? What are the four general functions of sentences in a paragraph?
- c) What are the important information which should be included while writing a Notice?
- d) What are the three stages of technical writing?
- e) What is an Argumentative Discourse?
- f) Write the difference between Deductive Reasoning and Inductive Reasoning.

GROUP D

4. Answer any two (250 words)

[15X2= 30]

- a) What are circular letters? Write a circular letter to inform your customers of your new company address.
- b) What are the differences between formal letters and informal letters?
- c) You have spent about six weeks in your new college. Write a letter to your father telling him about your experiences so far.
- d) Write a letter to Municipal Corporation of your city complaining about the miserable condition of roads in your locality.

Course Title: SOFT SKILLS

Course Code : CCS-04

Coverage: All Blocks

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) Define Emotional Intelligence.
- b) What do you mean by emotional empathy?
- c) Which is the first step of critical thinking process?
- d) What are gestures?
- e) What do you mean by meeting etiquettes?
- f) What is Conscientiousness?
- g) What do you mean by Ideation?
- h) What is a message?
- i) What do you mean by the term encoding?
- j) What is a presentation?

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.
- f) Silence.

Group –'C'

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

[10x4=40]

- a) Explain written communication with suitable examples.
- b) What are Interview Etiquettes? Elaborate.
- c) What is meant by a group discussion?
- d) What is a resume?
- e) What are the importance of soft skills?
- f) What is problem solving? Give one example.

Group- 'D'

4. Answer any three of the following questions within 250 words

[10X3=30]

- a) Describe Daniel Goleman's account of emotional intelligence and elaborate the main components defined by him.
- 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.