

**DIPLOMA EXAMINATION —
JANUARY 2015.**

COMMUNICATION SKILL

Time : 3 hours

Maximum marks : 75

SECTION A — (20 × 1 = 20 marks)

Answer ALL questions.

1. I _____ go to U.S.A. next week.
(a) Can (b) Could
(c) May (d) Might
2. A _____ is typically a group of elected or appointed official for establishing all policy for an organisation
(a) Conference (b) Board
(c) Forum (d) Staff
3. _____ communication, is the communication between persons.
(a) Intrapersonal (b) Interpersonal
(c) One way (d) Personal

4. A _____ essay needs some deep thinking.
(a) Argumentative (b) Reflective
(c) Reportive (d) General
5. _____ is non-verbal communication.
(a) Reflecting
(b) Answering
(c) Facial expression
(d) Questioning
6. A _____ letter as those written to friends and relatives.
(a) Formal (b) Informal
(c) Business (d) Invitation
7. A _____ is a figurative comparison, which uses terms such as 'like' or 'as'
(a) Hyperbola (b) Simile
(c) Metaphor (d) Alliteration
8. The ability of people to understand, monitor and control their feelings is _____.
(a) Team work
(b) Interpersonal ability
(c) Emotional intelligence
(d) Speech

9. People who are _____ often maintain their listeners attention and interest.
- (a) Polite (b) Humorous
(c) Authoritative (d) Tensed
10. _____ interview is conducted to provide guidance and psychological support to the interviews.
- (a) Promotion (b) Employment
(c) Counselling (d) Dyadic
11. A _____ is a group of words set in a proper order to express complete meaning.
- (a) Phrase (b) Clause
(c) Sentence (d) Idiom
12. Encoding and decoding is possible only when the symbols are _____.
- (a) Complex (b) Familiar
(c) Common (d) Local
13. The loudness of the sound of the voice is called _____.
- (a) Pitch (b) Stress
(c) Tone (d) Juncture

14. This is _____ European restaurant.
- (a) an (b) a
- (c) the (d) None of these
15. God helps those _____ help themselves.
- (a) who (b) which
- (c) whom (d) whose
16. My _____ brother is a Doctor.
- (a) elder (b) older
- (c) young (d) old
17. You have _____ milk now.
- (a) little (b) some
- (c) few (d) any
18. "Can I go out Please"? is _____.
- (a) persuading
- (b) making request
- (c) greeting
- (d) offering help

19. _____ listening is as important as any other element in the process of communication.
- (a) passive (b) participative
(c) calm (d) controlled
20. _____ is the data that has meaning.
- (a) notice (b) information
(c) communication (d) attention

SECTION B — ($5 \times 5 = 25$ marks)

Answer any FIVE questions.

21. What are the two types of messages?
22. Give the different models of offering help.
23. What are the factors that matter in group discussion?
24. What are the different types of leadership?
25. Write a paragraph on 'Natural Disaster'.
26. What are 'Modals'?
27. What are the elements of Communication?
28. What are the different types of Groups?

SECTION C — (3 × 10 = 30 marks)

Answer any THREE questions.

29. Write a letter to the Municipal authorities complaining about the bad roads in your locality.
30. What are the components of interpersonal skills?
31. Write a dialogue between a father and son discussing about the son's education.
32. How to draft a speech?
33. Read the following passage and answer the questions following it :

One morning, not many days later, as I was leaving the house I was started to find mini, seated on a bench near the door, laughing and talking with the great cabulliwallah at her feet. In all her life, it appeared my small daughter had never found so patient a listener. And already the corner of her saree was stuffed with almonds and resins, the gift of her visitor. 'Why did you give her these'? "Said I. And taking out an eight anna bit, I handed over to him. The Cabulliwalah gave it to mini and left the place. Mini's mother pounced on her on seeing the eight anna – 'Where

did you get that eight anna? “The Cabuliwallah gave it to me, “said mini cheerfully. The mother was shocked and said, ‘why did you take it from him”? (5 × 2 = 10)

- (a) How is the writer related to Mini?
 - (b) Who was mini talking to?
 - (c) What did the Cabuliwallah give Mini?
 - (d) How much did Mini’s father pay the Cabuliwallah?
 - (e) Why was Mini’s mother angry?
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