

2024

ABILITY ENHANCEMENT COURSE

Paper Code : AEC0200102

( **English Communication** )

Full Marks : 30

Time : 1½ hours

*The figures in the margin indicate full marks  
for the questions*

1. Answer the following as directed : 1×5=5

(a) The sender sends the message to the receiver through \_\_\_\_.

(Fill in the blank)

(b) What does 'decoding' mean in communication?

(c) Writing a letter is a kind of non-verbal communication.

(Write True or False)

(d) Letter to the editor of a newspaper is a/an formal/informal communication.

(Choose the correct option)

(e) What is 'feedback' in communication?

2. Answer any *five* of the following as directed :

2×5=10

- (a) Mention two instances of non-verbal communication.
- (b) Name two modern forms of communication.
- (c) In what kind of situations are the formal and informal communications used?
- (d) To be an effective speaker, \_\_\_\_\_ of voice and \_\_\_\_\_ of pronunciation are essential.

(Fill in the blanks)

- (e) Do you think listening is important for an effective communication? Why?
- (f) \_\_\_\_\_ is sent to specific group of people whereas \_\_\_\_\_ may be meant for general public.

(i) Notice, memo

(ii) Circular, memo

(iii) Circular, notice

(Choose the correct option)



(g) Oral communication ensures \_\_\_\_\_ and \_\_\_\_\_.

(i) fluency, speed

(ii) adequate attention, immediate response

(iii) speed, attention

(Choose the correct option)

(h) Why does one need to be culturally sensitive in communication?

(i) Mention two ways of expressing respect in communication.

(j) What role does empathy play in effective communication?

3. Answer any *three* from the following questions : 5×3=15

(a) What is communication? Discuss its importance in our day-to-day life.

(b) Write a note on the different types of formal and informal communications.

(c) Discuss the role of thinking and planning in effective communication.

- (d) Critically examine the barriers of communication.
- (e) How has technology affected human communication system? Prepare a note citing appropriate examples.
- (f) What are the advantages of oral communication?

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