

Exam. Code : 106502

Subject Code : 1825

BMM 2<sup>nd</sup> Semester

**COMMUNICATION SKILLS IN ENGLISH**

Time Allowed—Three Hours] [Maximum Marks—35

**Note :—** All the questions are compulsory. Each question carries 5 marks.

1. Telephone handling is an art. Give your views regarding it.
2. What do you understand by effective listening skills ? Explain.
3. Read the following passage and make notes. Also use abbreviations :

Leadership does not exist without followership. A leader has to be accepted by the group which the former is supposed to lead. To gain acceptability, the leader should cause an emotive impact on the group members.

The strength of character exhibited by leader makes them dear to their followers. A leader is one who effectively inspires followers to achieve worthwhile things. What character of the leader motivates the followers ? It is not pomp and show, neither flattery

nor sanctioning more incentives. A leader's style should be one that can be emulated by all irrespective of cadre, class and calibre. Simplicity in one's day-to-day conduct is the only thing that can be adopted by all. When the leader is simple, he is counted as one belonging to the group of which he is the leader. That's enough to motivate the people. Motivation is the innate quality that enables an individual or group to contribute unlimitedly with limited means.

A leader needs to assume the role of a guide; quintessential of fulfilling the role is knowledgeability. Technical and administrative knowledge of the guide in balanced quantity and of right kind are essential. Technical knowledge is too vast to acquire by a leader. But he has to master the human relations aspect of administration in all detail. And when the leader is good at this, his guidance is sought and accepted. The leader is a negotiator within and outside the organisation.

The leader shapes people and moulds character. To achieve this the leader should maintain equanimity. Equanimity is keeping oneself poised and balanced at all times. A leader is simply great if he can mould his followers with his frame of mind. He does this by his own example.



4. Parks are not only useful for children, adults and the old, but are environment friendly also. Do you agree or not ? Give reasons for your viewpoint.
5. A customer goes to a shop to buy a washing machine. Write the conversation that may take place between him/her and the shopkeeper.
6. Write the following words in IPA symbols :
- |       |        |
|-------|--------|
| elect | globe  |
| feat  | theme  |
| tight | miser  |
| zest  | object |
| law   | unit   |
7. Mark stress on the following words :
- |          |             |
|----------|-------------|
| cupboard | conduct (n) |
| become   | conduct (v) |
| exam     | dedicate    |
| writer   | leader      |
| doctor   | import (n)  |