

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 :  $1 \times 5 = 5$

(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?

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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)

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(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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