

Shri Sharadchandraji Pawar Senior College, Narangwadi

Tal. Omerga Dist. Osmanabad

Date : 30.12.2021

Total Marks : 50

Time : 2 Hour

Certificate Course on Communication Skills & Life Skills (ENGCC1)

Instructions :

- Answer all the questions.
- All questions carry equal marks.
- For subjective questions, answer in about 150-200 words each.



PART- A

20 marks

1. What is the primary goal of effective communication in a professional setting?
 - a) To impress others
 - b) To express oneself clearly
 - c) To use complex vocabulary
 - d) To dominate conversations
2. Which of the following is an example of non-verbal communication?
 - a) Sending an email
 - b) Making a phone call
 - c) Using facial expressions
 - d) Writing a report
3. In a formal email, what is the appropriate way to address someone whose name you don't know?
 - a) Dear Sir/Madam
 - b) Hey
 - c) To whom it may concern
 - d) Hi
4. What does the term "active listening" refer to in communication?
 - a) Interrupting the speaker
 - b) Focusing on your response
 - c) Fully concentrating, understanding, responding, and remembering
 - d) Ignoring the speaker
5. Which of the following is an example of assertive communication?
 - a) Aggressive behavior
 - b) Passive behavior
 - c) Clear expression of thoughts while respecting others
 - d) Avoiding communication altogether
6. When constructing a persuasive message, what should be the primary focus?
 - a) Emotional appeal
 - b) Lengthy explanations
 - c) Clear and convincing arguments
 - d) Jargon and technical terms
7. What is the purpose of using visual aids in a presentation?
 - a) To distract the audience
 - b) To showcase the speaker's knowledge

- c) To enhance understanding and retention of information
d) To replace verbal communication
8. Which of the following is an example of a closed-ended question?
a) "What do you think about the project?"
b) "How can we improve our services?"
c) "Is this the correct information?"
d) "Tell me about your experience."
9. What is the importance of cultural sensitivity in communication?
a) It promotes misunderstandings
b) It helps in building stronger relationships
c) It is not relevant in communication
d) It slows down the communication process
10. What does the acronym "KISS" stand for in communication?
a) Keep It Short and Simple
b) Keep It Secret and Safe
c) Kindness In Speaking Skills
d) Knowledge In Structured Sentences

PART - B

(30 Marks)

11. Explain the concept of active listening and provide three strategies to enhance active listening skills.
12. Describe the importance of non-verbal communication in a professional setting. Give examples of non-verbal cues and their potential impact.
13. Discuss the differences between assertive, aggressive, and passive communication styles. Provide examples of each.

Project Work Question

(50 Marks)

14. Design a comprehensive communication skills training program. Include the following components:
- Module-wise breakdown of topics to be covered
 - Practical exercises for improving spoken and written communication
 - Assessment criteria for evaluating participants' communication skills
 - Strategies for providing feedback and improvement

Ensure that your project work is well-structured, practical, and demonstrates an understanding of the key principles


PRINCIPAL
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