Certainly! Let's address each question in detail:

1. \*\*Describe Appreciative Listening:\*\*

Appreciative listening is a type of listening that involves tuning in to and enjoying the positive aspects of what is being said. It focuses on understanding and acknowledging the emotional content and the positive feelings conveyed by the speaker. This form of listening seeks to appreciate, celebrate, and enjoy the message being communicated. It involves being open-minded, showing genuine interest, and having a positive attitude towards the speaker's message. For instance, when someone shares an accomplishment or a joyful experience, practicing appreciative listening involves expressing enthusiasm, celebrating their success, and sharing in their happiness.

2. \*\*State three levels of stress and give examples:\*\*

- \*\*Acute Stress:\*\* This is a short-term stress response triggered by immediate stressors. For example, getting stuck in traffic when you're already running late for an important meeting.

- \*\*Episodic Acute Stress:\*\* This is when acute stress occurs frequently, leading to a pattern of recurring stress. For instance, individuals who face constant work deadlines or frequent family conflicts might experience episodic acute stress.

- \*\*Chronic Stress:\*\* This is long-term stress that persists over an extended period, often resulting from situations like financial problems, ongoing health issues, or caregiving for a sick family member.

3. \*\*State two traits of a good speaker:\*\*

- \*\*Clarity:\*\* A good speaker communicates clearly, ensuring their message is easily understood by the audience. They organize their thoughts coherently and use language that resonates with their listeners.

- \*\*Engagement:\*\* A good speaker captivates their audience by being engaging. This involves using various techniques such as storytelling, humor, or interactive elements to maintain the audience's interest and involvement throughout the presentation.

4. \*\*‘Listening involves sensing and filtering of heard sounds.’ Comment:\*\*

Listening indeed involves the physical act of receiving sounds through the ears, but it's more than just hearing. Listening involves not only sensing the sounds but also processing, interpreting, and understanding the received information. Filtering refers to the mental process where our brains select, prioritize, and interpret the sounds and information received. It's about focusing on specific sounds or information while disregarding others. Effective listening requires active engagement, concentration, and interpretation beyond mere hearing.

5. \*\*What are the components of Communication?\*\*

Communication comprises several components:

- \*\*Sender:\*\* Initiates the communication process by encoding a message.

- \*\*Message:\*\* The information, idea, or thoughts being conveyed.

- \*\*Channel:\*\* The medium through which the message is transmitted (verbal, non-verbal, written, etc.).

- \*\*Receiver:\*\* The person or audience for whom the message is intended.

- \*\*Feedback:\*\* The response or reaction to the message, completing the communication loop.

- \*\*Context:\*\* The circumstances, setting, or situation in which the communication occurs, influencing the message's interpretation.

6. \*\*What are Passive skills and active skills?\*\*

- \*\*Passive Skills:\*\* These refer to the abilities related to receiving and understanding information without actively engaging or responding. For instance, passive skills include hearing, reading, or observing without necessarily providing feedback or participating actively in the communication process.

- \*\*Active Skills:\*\* These involve actively participating and engaging in communication. Active skills include speaking, writing, responding, asking questions, and providing feedback. Active skills require involvement, interpretation, and a deliberate effort to communicate effectively.

7. \*\*What is the importance of listening?\*\*

Listening is crucial in effective communication. It fosters understanding, empathy, and mutual respect in relationships. Good listening skills enhance learning, promote teamwork, prevent misunderstandings, and enable better problem-solving. By actively listening, individuals can comprehend others' perspectives, gather information accurately, and respond thoughtfully.

8. \*\*Define empathetic listening:\*\*

Empathetic listening is a form of active listening where the listener not only comprehends the speaker's words but also tries to understand and empathize with their feelings, emotions, and perspective. It involves showing genuine concern, compassion, and sensitivity towards the speaker's emotions, allowing them to feel heard, understood, and validated.

9. \*\*Define critical listening:\*\*

Critical listening involves analyzing, evaluating, and interpreting information to understand the speaker's message accurately. It goes beyond simply receiving information; it involves questioning, assessing credibility, identifying biases, and discerning the underlying meanings or intentions behind the communicated message.

10. \*\*Define Comprehensive listening:\*\*

Comprehensive listening is an attentive form of listening aimed at understanding and gathering information comprehensively. It involves focusing on the entirety of the message, including details, main points, context, and implications, to gain a full understanding of what is being communicated.

These various forms of listening and communication skills play essential roles in our interactions, relationships, and understanding of the world around us.

ABES ENGINEERING COLLEGE, GHAZIABAD

Department of Mechanical Engineering

Soft Skills (BAS 205)

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| **QUESTION BANK (UNIT-2) Unit 2** | |
| **Topic** | **Applied Grammar and Usage** |
| **Course** | **B. Tech** |
| **Semester** | **2** |

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| **Q. NO.** | **Short Answer Type Questions:-** |
| 1. | Describe Appreciative Listening. |
| 2. | State three levels of stress and give examples |
| 3. | State two traits of a good speaker. |
| 4. | ‘Listening involves sensing and filtering of heard sounds.’ Comment. |
| 5. | What are the components of Communication? |
| 6. | What are Passive skills and active skills? |
| 7. | What is the importance of listening? |
| 8. | Define empathetic listening. |
| 9. | Define critical listening. |
| 10. | Define Comprehensive listening. |
| **Q. NO.** | **Long Answer Type Questions** |
| 11. | With the help of suitable flow chart explain the process of Listening. |
| 12. | Differentiate between Active and Passive Listening. |
| 13. | The most basic of all human needs is the need to understand and be understood. The best way to understand people is to listen to them.” In the light of the given statement explain the ten principles of listening. |
| 14. | “Speech is power. Speech is to persuade, to convert, to compel.” In the light of the given statement explain the nuances of delivery. |
| 15. | Enumerate the elements of good speaking with suitable examples |
| 16. | What is a Word Stress? Explain different types of Word Stress with suitable examples. |
| 17. | Differentiate between Hearing and Listening. |
| 18. | Explain how the art of Effective Note-taking relies on Effective Listening. |
| 19. | All speaking is public speaking, whether it’s to one person or a thousand. In the light of the above statement, Enumerate the methods of public speaking and discuss its advantages and disadvantages. |
| 20. | State the guidelines of Effective Speaking. Explain with examples. |

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