

**COMMUNICATION SKILLS/ENGLISH FOR PROFESSIONAL COMMUNICATION**

Time—Two Hours]

[Maximum Marks—35

**INSTRUCTIONS TO CANDIDATES**

- (1) All questions carry marks as indicated.
- (2) Solve Question No. 1 OR Question No. 2.
- (3) Solve Question No. 3 OR Question No. 4.
- (4) Solve Question No. 5 OR Question No. 6.
- (5) Solve Question No. 7 OR Question No. 8.
- (a) Change the tense of the following sentences as instructed :
  - (i) The teacher has given us homework. (Change into Simple past tense)
  - (ii) They were playing football in the park. (Change into Present perfect tense)
  - (iii) She is going to visit her grandmother tomorrow. (Change into Future continuous tense)
  - (iv) The children have been singing songs for an hour. (Change into Simple future tense) 4
- (b) Do as directed :
  - (i) The movie was really interesting. (Make it an exclamatory sentence)
  - (ii) "I have completed my project", Rakesh said. (Change the narration)
  - (iii) The book is on the table. (Make it an interrogative sentence)
  - (iv) She said, "How lovely the house is!" (Change the narration). 4

**OR**

2. (a) Change the tense of the following sentences as instructed :
  - (i) The sun rises in the east. (Change into Present continuous tense)
  - (ii) The students will participate in the competition. (Change into Simple present tense)
  - (iii) They have completed their homework. (Change into Future perfect tense)
  - (iv) She was reading a book yesterday. (Change into Simple past tense). 4

(Contd.)

(b) Do as directed

- (i) He said to me, "Please help me with the task." (Change the narration)
- (ii) What an incredible achievement that was! (Make it an assertive sentence)
- (iii) Ravi said to me, "I have passed the examination." (Change the narration)
- (iv) They are going to the market tomorrow. (Make it an interrogative sentence)

3. (a) Explain the communication process with a suitable diagram. 4
- (b) Define barriers to communication. Discuss any three barriers to communication with examples. 5

OR

4. (a) Explain in detail the flow of communication with suitable examples. 4
- (b) Describe 'Kinesics' and 'Proxemics' as non-verbal communication methods with suitable examples. 5
5. (a) Explain the various steps in process of listening. 4
- (b) Discuss the important principles and parameters of group discussion. 5

OR

6. (a) Explain the types of listening with suitable examples. 4
- (b) What is public-speaking? How will you prepare the public speeches? 5
7. (a) Explain various e-mail etiquettes. <https://www.rtmnuonline.com> 4
- (b) Read the following passage and answer the questions that follow.

Once upon a time, in a small village nestled between green hills, there was a boy named Arun. Arun was known for being very selfish. He always kept the best fruits for himself, refused to share his toys with others, and never helped anyone. One day, a severe storm hit the village. The rain poured down heavily, and the winds were so strong that several houses were damaged.

After the storm passed, the villagers worked together to rebuild their homes and clear the debris. Arun, seeing everyone else working so hard, realized that his house, too, was affected by the storm. But instead of asking for help, he sat alone in his home, waiting for someone to offer assistance. Hours passed, and no one came.

Finally, Arun went to a neighbor's house to offer his help. He worked alongside others carrying wood, fixing roofs, and cleaning up the mess. As the day ended, the villagers came together to share a meal. Arun, for the first time, shared his food with others, and in return, the villagers offered him kindness and support.

From that day on, Arun learned the value of sharing, kindness, and helping others in times of need. He realized that no one can live in isolation and that kindness is the key to building stronger bonds within a community.

**Questions :**

- (1) How was Arun's behavior described at the beginning of the passage, and how did it change after the storm ?
- (2) What did Arun realize when he saw the villagers working together after the storm ?
- (3) Why did no one come to help Arun when his house was damaged ?
- (4) What lesson did Arun learn by the end of the story ?
- (5) How does the passage convey the moral message about sharing and helping others ? 5

**OR**

8. (a) Discuss the important barriers in reading. 4
- (b) Develop a paragraph on the topic "Advantages of Healthy Eating". 5

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