

MAY 2021

U/ID 31533/ULJ2A

Time : Three hours

Maximum : 75 marks

SECTION A — (10 × 2 = 20 marks)

I. Answer any TEN questions in 30 words each

1. State the two major components of active listening.
2. Name the four listening skills.
3. What are the six skills that make up active listening.
4. Mention the four listening styles.
5. Which is the main barrier to listening?
6. List the four methods of delivering a speech.
7. What is meant by Cornell method of note taking?
8. What are the levels of comprehension.
9. What are the four P's of story telling?
10. How are the answers to the comprehension questions found out?
11. Which best describes the skill of active listening?
12. Which is a tough skill to master by a leader? why?

SECTION B — ($5 \times 5 = 25$ marks)

- II. Answer any FIVE questions in 200 words each.
13. How can one avoid passive listening?
14. Bring out the advantages of listening with concentration.
15. Organize the sentences into a logical order according to an announcement:
- (a) If you feel shy, you can wait for any neighbour to start slapping.
 - (b) Shakespearean tragedies are amazing.
 - (c) If your palms are sweaty, you're experiencing anticipation.
 - (d) If you did not complete a survey, you have a chance to get a free ticket.
 - (e) You'd better avoid loud noises.
 - (f) If you're experiencing a desire to use your hands, slap them together rhythmically.
16. Discuss the qualities of a good listener.
17. How can a story be comprehended?

18. What is the difference between story telling and story reading?

19. How does listening make a better leader?

SECTION C — ($3 \times 10 = 30$ marks)

III. Answer any THREE questions: in 500 words each

20. Describe the barriers to effective listening.

21. What are the steps to be followed at the initial stage of listening to announcements?

22. How does note taking take place in audio – video materials?

23. Examine the elements of effective story telling.

24. "Listening is the most important skill a leader can have". – Discuss.
