

Internal Assessment (Assignment)

Course Code: OBC302

Last Date of Submission: 15-Dec-2023

Course Title: Professional English Skills

Assignment Marks: 30

Assignment No.: 1

Note:

1. The assignment has two parts: **A** and **B**.
2. Part A has ten MCQs carrying one mark each. Answer **ALL** ten MCQs.
3. Part B has eight descriptive questions carrying four marks each. Attempt **any FIVE** questions out of eight.

Part A **(10 × 1 = 10 Marks)**

Answer **all** questions from **A1** to **A10**

Q. No.	Question Statement	Course Outcome
A1	Communication is incomplete without which of the following?	CO-1
Answer Choices:	a. Medium b. Noise c. Message d. Feedback	
A2	Which of the following is an example of verbal communication?	CO-1
Answer Choices:	a. Making eye-contact b. Giving signals c. Nodding your head d. Speaking to someone	
A3	What is the term for the distortion or interference that can affect the clarity of a message during communication?	CO-1
Answer Choices:	a. Feedback b. Encoding c. Noise d. Channel	
A4	An example of external communication is:	CO-2
Answer Choices:	a. Addressing the media b. Finance manager seeking payroll information from the HR manager c. Team lead giving instructions to his subordinates d. Interaction among staff members during lunch hour	
A5	What does 'paralanguage' refer to?	CO-2
Answer Choices:	a. Written communication b. Non-verbal communication c. The tone, pitch, and rate of speech d. Cultural differences in communication	

A6	Which of the following is an example of a verbal barrier to effective communication?	CO-1
Answer Keys:	a) Active listening b) Using jargons or technical language. c) Maintaining eye contact. d) Non-verbal cues	
A7	Which of the following is an example of upward communication within an organization?	CO-2
Answer Keys:	a) A manager giving instructions to a subordinate b) An employee reporting a problem to their supervisor c) Two coworkers discussing a project d) A company newsletter sent to all employees	
A8	Which of the following is an example of a communication barrier related to culture?	CO-1
Answer Keys:	a) Using formal language in a casual setting b) Speaking loudly to convey enthusiasm c) Avoiding eye contact as a sign of respect d) Using clear and concise language	
A9	Which type of communication is typically more formal and follows a predetermined structure or format?	CO-2
Answer Keys:	a) Verbal communication b) Written communication c) Non-verbal communication d) Visual communication	
A10	Which of the following is an example of a non-verbal cue that can convey a negative message in communication?	CO-2
Answer Key	a) Smiling b) Maintaining eye contact c) Crossing one's arms d) Nodding in agreement	

Part B **(5 × 4 = 20 Marks)**

Attempt **ANY FIVE** questions from Q B1 to Q B8.

Q No.	Question	Course Outcome
B1	Explain what business communication is. What are the salient features of this communication? How is it different from other communication? [4 marks]	CO-1
B2	Explain the 7Cs of communication with the help of examples [4 marks]	CO-1
B3	Describe the communication process model, including its key elements such as sender, message, channel, receiver, feedback, and noise. How do these components interact to facilitate effective communication? [4 marks]	CO-1
B4	Describe verbal communication as one of the fundamental forms of human communication. How does it encompass spoken and written language? [4 marks]	CO-2
B5	Define formal communication within an organizational context. How does it typically follow established hierarchies and structures? [4 marks]	CO-2

B6	Distinguish between: (i) Formal and Informal Communication (ii) Verbal and Non-Verbal Communication [4 marks]	CO-2
B7	What are the major barriers to communication in organizations? How can we overcome them? [4 marks]	CO-1
B8	Reflect on a personal or professional experience where noise hindered effective communication. How was the issue identified, and how was it addressed? [4 marks]	CO-1