**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**

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| **Q. No.** | **Question Statement** | **Course Outcome** |
| **A1** | Communication is incomplete without which of the following? | CO-1 |
| Answer Choices: | 1. Medium 2. Noise 3. Message 4. Feedback |  |
| **A2** | Which of the following is an example of verbal communication? | CO-1 |
| Answer Choices: | 1. Making eye-contact 2. Giving signals 3. Nodding your head 4. 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: | 1. Feedback 2. Encoding 3. Noise 4. Channel |  |
| **A4** | An example of external communication is: | CO-2 |
| Answer Choices: | 1. Addressing the media 2. Finance manager seeking payroll information from the HR manager 3. Team lead giving instructions to his subordinates 4. Interaction among staff members during lunch hour |  |
| **A5** | What does ‘paralanguage’ refer to? | CO-2 |
| Answer Choices: | 1. Written communication 2. Non-verbal communication 3. The tone, pitch, and rate of speech 4. Cultural differences in communication |  |

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| **A6** | Which of the following is an example of a verbal barrier to effective communication? | CO-1 |
| Answer Keys: | 1. Active listening 2. Using jargons or technical language. 3. Maintaining eye contact. 4. Non-verbal cues |  |
| **A7** | Which of the following is an example of upward communication within an organization? | CO-2 |
| Answer Keys: | 1. A manager giving instructions to a subordinate 2. An employee reporting a problem to their supervisor 3. Two coworkers discussing a project 4. 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: | 1. Using formal language in a casual setting 2. Speaking loudly to convey enthusiasm 3. Avoiding eye contact as a sign of respect 4. 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: | 1. Verbal communication 2. Written communication 3. Non-verbal communication 4. 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 | 1. Smiling 2. Maintaining eye contact 3. Crossing one's arms 4. Nodding in agreement |  |

**Part B (5 4 = 20 Marks)**

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

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| **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:   1. Formal and Informal Communication 2. 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 |