

# Important Questions — Exam-Oriented Answers (5 Marks Each)

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**Date:** 17/01/2026

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## Unit III

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Q.1) How is self-awareness important in listening? Explain with an example.

**Answer:**

Self-awareness is the ability to recognize one's own emotions, biases, and thought patterns. It helps listeners identify internal barriers that hinder effective listening.

**Importance:**

1. **Identifies Personal Biases** — Helps recognize when prejudices distort the message.
2. **Controls Emotional Reactions** — Manages triggers so the listener stays focused.
3. **Improves Focus** — Helps redirect attention when distracted.
4. **Enhances Empathy** — Understanding own feelings helps understand others'.
5. **Promotes Open-Mindedness** — Avoids premature conclusions.

**Example:** In a meeting, a self-aware employee receiving criticism recognizes their defensiveness, sets aside emotions, listens carefully, and responds constructively — instead of misinterpreting feedback as a personal attack.

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Q.2) Write a note on active listening. What is meant by active listening?

**Answer:**

**Active listening** is a communication technique where the listener fully concentrates on, understands, responds to, and remembers the speaker's message. It requires conscious effort beyond just hearing.

**Key Characteristics:**

1. **Paying Full Attention** — Undivided attention, eye contact, appropriate body language.
2. **Showing Engagement** — Nodding, smiling, verbal cues like "I see," "Go on."
3. **Providing Feedback** — Paraphrasing: "So what you're saying is..."
4. **Deferring Judgment** — Not interrupting; waiting for the speaker to finish.
5. **Responding Appropriately** — Honest, respectful, relevant responses.

**Benefits:** Builds trust, reduces misunderstandings, encourages open sharing, improves problem-solving, strengthens relationships.

**Example:** A therapist practises active listening by hearing concerns attentively, paraphrasing for clarity, and responding empathetically — making the patient feel valued.

### Q.3) What is "Readiness of Meaning"?

#### Answer:

**Readiness of Meaning** refers to the listener's/reader's preparedness to interpret and understand the intended message. It depends on the mental state, prior knowledge, expectations, and context the receiver brings to communication.

#### Key Aspects:

1. **Prior Knowledge** — Existing knowledge affects ability to understand new messages.
2. **Context** — Setting and situation shape how meaning is interpreted; same words can mean different things in different contexts.
3. **Expectations** — What the listener expects to hear can facilitate or distort reception.
4. **Language Proficiency** — Receiver must understand the vocabulary used; jargon may be meaningless to a layperson.
5. **Emotional State** — Stress or distraction reduces ability to process messages.

**Significance:** The sender must ensure the audience is ready by using simple language, providing background info, choosing the right time/place, and ensuring attentiveness. It bridges the gap between sender's intent and receiver's understanding.

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### Q.4) Write a short note on 'Writing Effectively' in communication. (Write a note on effective writing.)

#### Answer:

**Effective writing** means conveying ideas clearly, concisely, and in a well-organized manner suited to the purpose and audience.

#### Principles:

1. **Clarity** — Simple, unambiguous language; easy-to-understand sentences.
2. **Conciseness** — No unnecessary words or repetition; every sentence adds value.
3. **Coherence & Organization** — Logical flow using paragraphs, headings, and transitions.
4. **Correctness** — Proper grammar, spelling, punctuation, and factual accuracy.
5. **Audience Awareness** — Tone and vocabulary appropriate for the reader.
6. **Purpose-Driven** — Clear objective: inform, persuade, instruct, or entertain.

**Tips:** Plan before writing, use active voice, revise and proofread, seek feedback, use examples.

**Importance:** In professional communication (emails, reports, proposals), effective writing ensures correct understanding, efficient decisions, and a positive impression.

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## Unit IV

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### Q.1) Write a note on 'Do's of an Interview'.

**Answer:**

An interview is a formal interaction to assess a candidate's suitability for a role. Key Do's:

1. **Research the Company** — Know their products, culture, and the role you applied for.
  2. **Dress Professionally** — Neat, formal attire matching company culture.
  3. **Arrive on Time** — Reach 10–15 minutes early.
  4. **Carry All Documents** — Resume copies, certificates, ID proof, photographs.
  5. **Maintain Positive Body Language** — Eye contact, firm handshake, upright posture, natural smile.
  6. **Listen Carefully** — Understand each question fully; ask for clarification if needed.
  7. **Be Honest** — Truthful answers about qualifications, strengths, and weaknesses.
  8. **Use Examples** — Support claims with real experiences (projects, internships).
  9. **Ask Relevant Questions** — About the role, team, or growth opportunities.
  10. **Thank the Interviewer** — Polite, grateful closing leaves a positive impression.
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Q.2) Write a note on 'Don'ts of an Interview'.

**Answer:**

Avoiding common mistakes during an interview is critical to making a good impression.

**Don'ts:**

1. **Don't Arrive Late** — Shows poor time management; always plan ahead.
  2. **Don't Lie or Exaggerate** — Dishonesty leads to disqualification if caught.
  3. **Don't Speak Negatively About Past Employers** — Reflects poorly on character; focus on learnings instead.
  4. **Don't Interrupt** — Let the interviewer finish before responding.
  5. **Don't Use Your Phone** — Keep it on silent/off; checking it is unprofessional.
  6. **Don't Give Vague Answers** — Stay focused, relevant; avoid one-word or off-topic responses.
  7. **Don't Display Negative Body Language** — No slouching, fidgeting, or avoiding eye contact.
  8. **Don't Discuss Salary Too Early** — Wait for the interviewer to raise it.
  9. **Don't Be Arrogant** — Confidence is good; boasting is not.
  10. **Don't Forget to Follow Up** — Send a polite thank-you email after the interview.
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Q.3) What points should be considered while giving a presentation?

**Answer:**

A presentation is a formal method of communicating ideas to an audience. Key points to consider:

1. **Know Your Audience** — Tailor content, language, and depth to audience's knowledge level.
2. **Define a Clear Objective** — Purpose: inform, persuade, train, or motivate.
3. **Organize Logically** — Structure into:
  - **Introduction:** Hook + topic outline
  - **Body:** Main points with evidence/examples

- **Conclusion:** Summary + call to action

**4. Design Clean Visual Aids** — Minimal text on slides, relevant images/charts. Follow "6×6 Rule" (6 bullets, 6 words each).

**5. Practice and Rehearse** — Build confidence, improve timing, identify weak areas.

**6. Maintain Eye Contact & Body Language** — Look at audience, use natural gestures, open posture.

**7. Speak Clearly** — Audible voice, appropriate pace, varied tone for emphasis.

**8. Engage the Audience** — Use questions, polls, relatable examples.

**9. Manage Time** — Stay within allotted time; don't rush or exceed.

**10. Handle Questions Gracefully** — Listen carefully, answer concisely, admit if unsure.

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## Unit IV

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Q.1) Write a note on verbal and non-verbal communication used in group discussion.

### Answer:

A **Group Discussion (GD)** is a structured activity where individuals discuss a topic to share perspectives. Both verbal and non-verbal communication are crucial.

#### A. Verbal Communication in GD

1. **Clarity of Speech** — Articulate thoughts using simple, precise language.
2. **Content & Knowledge** — Points should be relevant, well-informed, supported by facts/examples.
3. **Tone & Modulation** — Confident, pleasant tone; not too loud or too soft.
4. **Turn-Taking** — Use polite phrases: "I agree, however..." or "May I add..."
5. **Summarization** — Summarizing others' points shows comprehension and leadership.

#### B. Non-Verbal Communication in GD

1. **Eye Contact** — Shows attentiveness and confidence.
2. **Facial Expressions** — Relaxed, pleasant expression conveys openness.
3. **Posture** — Sitting upright with slight forward lean shows interest.
4. **Gestures** — Moderate hand gestures emphasize points; avoid excess.
5. **Nodding** — Indicates active listening and encourages the speaker.

**Conclusion:** Verbal communication conveys the substance of ideas; non-verbal cues reflect attitude, confidence, and interpersonal skills. Both are essential for GD success.

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Q.2) Write a note on 'Do's of Group Discussion'.

### Answer:

Following best practices in a GD enhances performance.

#### Do's:

1. **Initiate (If Prepared)** — Starting shows confidence and leadership.
  2. **Listen Actively** — Respond relevantly; avoid repeating others' ideas.
  3. **Speak Clearly & Confidently** — Simple, grammatically correct language; moderate pace.
  4. **Support Points with Facts/Examples** — Data, statistics, real-life examples strengthen arguments.
  5. **Maintain Positive Body Language** — Eye contact, upright posture, nodding, moderate gestures.
  6. **Respect Others' Opinions** — "That's a valid point, however..." shows maturity.
  7. **Allow Others to Speak** — Don't dominate; encourage quieter members.
  8. **Summarize the Discussion** — Shows comprehension and leadership.
  9. **Stay on Topic** — Relevant contributions only.
  10. **Stay Calm & Composed** — Even if discussion gets heated; reflects emotional maturity.
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Q.3) Write a note on 'Don'ts of Group Discussion'.

#### Answer:

Avoiding mistakes in a GD is as important as knowing what to do.

#### Don'ts:

1. **Don't Interrupt** — Wait for a natural pause; cutting off others is disrespectful.
  2. **Don't Dominate** — Speaking too long/frequently prevents others from contributing.
  3. **Don't Get Aggressive or Personal** — Disagree with the idea, not the person.
  4. **Don't Stay Silent** — Minimal participation shows lack of confidence/interest.
  5. **Don't Deviate from Topic** — Tangents waste time and show poor thinking.
  6. **Don't Use Slang** — GD is formal; maintain professional language.
  7. **Don't Repeat Others' Points** — Always add a fresh perspective.
  8. **Don't Display Negative Body Language** — No crossed arms, fidgeting, or bored expressions.
  9. **Don't Make Unsupported Claims** — Bold statements without evidence weaken credibility.
  10. **Don't Panic** — If lost, gather thoughts and re-enter with a relevant point.
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Q.4) Write a note on the importance of Group Discussion.

#### Answer:

**Group Discussion (GD)** is a structured activity where individuals exchange views on a topic. It is widely used in academics, recruitment, and professional settings.

#### Importance:

1. **Assesses Communication Skills** — Platform to demonstrate clarity, listening, and coherent responses.
2. **Develops Critical Thinking** — Participants analyse topics, form opinions, and build logical arguments.
3. **Evaluates Teamwork** — Reveals collaboration, respect for others, and conflict handling.
4. **Identifies Leadership** — Initiating, guiding, encouraging others, and summarizing show leadership.
5. **Broadens Perspectives** — Exposure to different viewpoints enriches understanding.
6. **Builds Confidence** — Overcomes fear of public speaking; improves self-expression.

7. **Used in Selection Processes** — Screening tool in recruitment, MBA admissions, and scholarships.

8. **Improves Decision-Making** — Simulates real-world collaborative decision-making.

**Conclusion:** GD enhances communication, critical thinking, confidence, and collaboration — all indispensable in academic and professional life.

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Q.5) Write an email to the HR of ABC Company seeking an internship opportunity.

**Answer:**

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**To:** hr@abccompany.com **From:** yourname@email.com **Subject:** Application for Internship Opportunity

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Respected Sir/Madam,

I am [Your Name], pursuing [Your Degree] from [Your College], graduating in [Year]. I am writing to express my interest in an internship at ABC Company.

I have been following your company's work in [relevant domain] and am impressed by [specific achievement]. During my academics, I have developed skills in [2–3 skills] and completed [relevant project/certification].

I am available from [start date] for [duration, e.g., 2–3 months] and am flexible to work in any suitable department. My resume is attached for your review.

Thank you for considering my application. Please contact me at [Phone] or [Email].

Warm regards, [Your Full Name] [Degree & Year] | [College] [Phone] | [Email]

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**Key Points:** Clear subject line, polite introduction, highlights skills & interest, mentions availability, professional closing, resume attached.

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*All answers are written in an exam-oriented format suitable for 5-mark questions.*