

**PROFESSIONAL COMMUNICATION-I****(Common to all branches)****Time: 3 hours****Max. Marks: 60**

**Note:** Part A has only one question (numbered I) with three sub-questions organized as a, b and c. Answer all three sub-questions. In Part B, answer any four of the six questions. Please note that each question, numbered I, II, III, etc., has sub-questions, and when you choose to attempt a question, you are required to answer all the sub-questions that are part of it.

**PART A****I. Read the passage given below and answer the three sets of questions that follow.**

Language is a tool for communication. Though innumerable languages are used across the world, the popularity that English has gained is quite amazing. Interviewers look for candidates with good communication skills in English. In software companies, leading industries and academic institutes, opportunities are open for those who have communicative competence, especially good writing skills in English. In our system education, teaching and learning of English has taken a more important role than it was in earlier stages, due to the fact that the proficiency level of students in English is not up to the mark, notwithstanding the fact that English is being taught right from the primary level of education. One has to realize the fact that language is skill oriented and that a skill can neither be taught nor learnt, but can be developed by means of constant practice. Learning a language is not like the construction of a wall, but like the growth of a plant.

Of all the language learning skills namely Listening, Speaking, Reading and Writing, Writing is supposed to be the most difficult skill. According to a survey conducted by the College Board's National Commission on Writing issued to 120 high ranking American business and industry officials strongly highlight the point that poor writing skills in English can negatively affect almost everyone in the job market and the findings reveal the fact that strong writers are much more likely to be hired and promoted in any field. Two thirds of all Americans working for large companies have writing responsibilities. When there is a great demand for good writers in English even in countries like America where English is used as one's mother tongue,

the status of English in countries like India which is far ahead in its march towards the developments in science, engineering and technology need not be mentioned. Writing is an intellectual activity that leads to verbal skills.

“Writing well is probably the most technically difficult form of communication. It requires skill and understanding and a good deal of creativity. And you are judged on the quality of your writing. Writing has to act as your ambassador in your absence.” – Barker

Of all the four skills of language learning, it is writing that helps in the assessment of the precise, concise and effective use of one’s language. The strategies of effective writing need to be constantly improved, because the nature of writing has developed a lot these days, due to the developments in technology. A good knowledge of the appropriate structures in written communication is essential for one to publish research papers in national and international journals.

In the teaching of writing, involving learners in the process with relevant ample exercises beyond the textbooks is indispensable. Trying to identify the best method of teaching writing in a language is an attempt in futility, for no method is considered the best in language teaching. The method can be adopted in consistence with the proficiency level of the students in written communication. Different methods can be adopted for different contexts, and learners at different proficiency levels.

(By Sangamitra in ‘Zenith’)

**(a) Answer the following questions, each in a sentence or two and not exceeding 50 words. Please note, however, that 3, 5 and 7 are multiple-choice questions.  $10 \times \frac{1}{2} = 5$  M**

1. Define ‘Language’ and discuss language as a skill oriented subject.
2. What are the basic reasons for English having attained a great popularity?
3. Which one of the following is not discussed in the above passage?
  - a. The popularity of English
  - b. The four language learning skills
  - c. Method of teaching writing.
  - d. The important components of writing in competitive exams.
4. Does the author recommend any particular method of teaching writing? Justify your answer
5. The word ‘proficiency’ in the passage refers to
  - (a) fluency
  - (b) accuracy
  - (c) deep knowledge of -----
  - (d) sound vocabulary

6. Do you think that one can become a good communicator by learning thoroughly the rules of grammar?
7. Communication skills in English can be developed by means of
  - a. reading a number of books in English
  - b. by attending all English classes regularly.
  - c. constant practice.
  - d. using the language at home.
8. Explain 'Communication Skills'.
9. Why is 'Writing', of all the skills, considered the most difficult skill?
10. What difficulties do you have in writing in English?

**(b) Find a single word in the passage for each of the following word groups. Write the number of each word group and its one-word substitute in the answer book.** **4×1/2= 2M**

- (i) To have a free flow of words while using a language.
- (ii) A tool for communication
- (iii) A sound / deep knowledge of a language
- (iv) One who knows many languages.

**(c) Assume that you studied up to Standard XII in a non-English medium school. Realizing the importance of developing your communication skills in English, you wish to seek suggestions from one of your English teachers. Imagine you meet your teacher and have a discussion on 'How to develop communication skills in English.'**

**The discussion must have at least ten exchanges consisting of 150-200 words.** **1×5=5 M**

## **PART - B**

**I. Read the telephone conversation given below and answer the questions that follow.**

**Mr White:** I must speak to the principal.

**Secretary:** Who are you?

**Mr White:** I need not tell you that. Anyway, I tell you. I must admit my son to your college.

**Secretary:** Come to college and try to meet the principal.

**Mr White:** I am too busy to go anywhere now. First let me know whether admission is possible or not. Then I will decide whether to come or not.

**Secretary:** It's your wish, but you are wasting my precious time now.

**Mr White:** You think my time is not precious? What's your name?

**Secretary:** I don't want to proceed my talk with you.

**(a) Why does the communication fail in the above conversation?**  
**Write your answer in not more than 150 words. 1x5=5 M**

**(b) Rewrite the conversation, making the communication successful. In the rewritten conversation, both partners must sound polite and positive, and the conversation must have the following features (communication strategies), among others; greeting, making a request, expressing politeness, offering to help, thanking. 1x7=7 M**

**II. Read the dialogue given below and answer the questions that follow.**

**Tom:** Hello, Bruce! You got promotion?

**Bruce:** Yes, who told you this?

**Tom:** Congrats. Your colleague told me that you had got it through backdoor influence.

**Bruce:** My colleague is your friend?

**Tom:** Yes, but I am sorry for telling you the truth.

**Bruce:** What truth? Don't you know me?

**Tom:** I know you well, that's why.....

**Bruce:** What do you mean to say?

**Tom:** I mean what you mean. Ok leave it. When will you give me a treat for your promotion?

**Bruce:** You are available for any treat and anybody's treat. I must find out when I'm free.

**Tom:** What do you mean?

**Bruce:** I mean what you mean.

**Tom:** I don't mind whatever you mean. Be ready to be at home.

**Bruce:** That's my pleasure. I love all my friends, though I make fun of them.

**Tom:** Nothing wrong in making fun, you love all your friends and help them too.

**Bruce:** Tom, I wonder if you could give me a promise?

**Tom:** Tell me.

**Bruce:** Keep it a secret how I got the promotion.

**Tom:** If you give me the treat at Hotel Blue Star.

**Bruce:** Sometimes you become more dangerous than the most dangerous.

**(a) Ten expressions/ sentences in the dialogue illustrate the seven communication strategies (interpersonal skills) listed below. Identify them. Copy, in your answer book, each communication strategy and then write against it the expression(s) / sentence(s) it illustrates. 10x1/2= 5 M**

- a. Expressing agreement. 1. -----.
- b. Using sarcasm (A sharp form of humour to hurt others or mocking)
  2. -----
  3. -----
  4. -----
- c. Expressing appreciation 5. -----
  6. -----
- d. Expressing intimacy (Close relationship))
  7. -----
- e. Making a request 8. -----
- f. Making condition 9. -----
  - 10 -----

**(b) In the above dialogue, Tom tells Bruce what the latter's colleague had told him about how the former got his promotion and Bruce is quite unhappy about this. Now write an imaginary dialogue between Bruce and his colleague. Use expressions / sentences illustrating at least five communication strategies or interpersonal skills (such as expressing concern / pain, disagreeing, seeking / giving explanation). There should be a minimum of seven exchanges in your dialogue. 1x7=7 M**

- III. There is an error in each of the underlined sentences in the following dialogue. Rewrite the sentences correcting the errors. In your answer book, write the letter of each underlined sentence and then write the corrected sentence. 12x1=12 M**

### **A Very Indian Conversation in Indian English**

**Robert:** Hello, myself is Mr Robert, Bank Manager, Indian Bank, Main Branch, Trichy. (a)

**Joseph:** You are welcomed to our Vision College of Engineering. Myself is the principal to this college. (b)

**Robert:** I'm here to conduct our Bank exam in your college.

**Joseph:** Yes, your zonal officer told to me about this last month itself. (c)

**Robert:** Mr Rakesh is our zonal officer. He is much much senior than me. (d)

- Joseph:** Many organizations are regularly conducting their exams every year only in our college. (e)
- Robert:** Suppose if your college is not available, we cannot be able to conduct our exam anywhere. (f)
- Joseph:** True, in the entire district, our college is noted for its wonderful infrastructural facilities.
- Robert:** Yes, it's known by all. (g)
- Joseph:** All arrangements to conduct the exam has been made neatly. (h)
- Robert:** Nice to hear, please let me know who will act as exam coordinator.
- Joseph:** I have asked to Mr Sharma, our office chief superintendent to act as exam coordinator. (i)
- Robert:** How about the exam halls, Sir?
- Joseph:** Many of our exam halls are full of air condition. (j)
- Robert:** Really good.
- Joseph:** Even our staffs are never allowed to roam about in the verandah. (k)
- Robert:** I must thank to you very much for all your beautiful cooperation. (l)

#### IV Answer the questions as directed.

**(a) Identify the meaning of each of the four underlined idioms / phrases and write its number [(i). (ii), (iii) or (iv), as the case may be] in your answer book. 4x1=4M**

1. Raju can easily win the quiz competition, because he has his fingers on the pulse.
  - (i) he does not burn his fingers unnecessarily.
  - (ii) he finds out his pulse before taking part in any competition.
  - (iii) he is aware of all the latest news or developments.
  - (iv) he hides the answers with his fingers in such competitions.
2. Nobody talks to John David, because he is a lone wolf.
  - (i) one who prefers to go without the company of others.
  - (ii) one who has the qualities of a wolf.
  - (iii) one who is fond of animals.
  - (iv) one who wants to be with a wolf.
3. Unless you tighten your belt, you will lose what all you have earned so far.
  - (i) stop eating too much
  - (ii) waste money on leather belts
  - (iii) stop your leather business
  - (iv) cut down on expenses to save for future.

4. The match is postponed, as it is raining cats and dogs.
- The ground is full of cats and dogs now.
  - It is raining heavily now.
  - The players are afraid of cats and dogs.
  - The players have gone out to take care of their pet animals.

**(b) Fill the blanks in the four dialogues given below with appropriate collocations (word combinations) from the boxes. Write, in your answer book, the number of each dialogue and the collocation that fills in the blank. 4x1=4 M**

deaf ears	silent spectators	glorious tribute
wrong option	expensive project	sweet memories

- Ajith:** Surya! Why haven't you still started the project?  
**Surya:** The government assistance is necessary, because it is an -----
- Ram:** Why don't your classmates talk to White?  
**Rahim:** Yes, because White does not talk to anyone freely. And we all know that ----- are always dangerous.
- Menaka:** Mukund! Did you bring the grievances of the people of your vicinity to the notice of the higher authorities?  
**Mukund:** Many times, but they all have fallen on their -----
- Student:** Sir, you are in a pensive mood today!  
**Mr Rajasekar:** I am just carried away by the ----- of my school life.

**(c) Choose the appropriate word that completes each sentence given below and write its number [(i), (ii), (iii) or (iv) as the case may be] in your answer book. 4x1= 4M**

- Computers can be used to ----- language learning.  
(a) delineate (b) adulterate (c) correspond (d) facilitate
- The principal told the teachers not to ----- the students for small mistakes.  
(a) oblige (b) expose (c) castigate (e) burgeon
- Take care, he is an ----- person. His behaviour seems very funny.  
(a) alleviate (b) aberrant (c) ameliorative (d) incongruous
- The reporter tries to ----- information from the reliable sources about the incident.  
(a) elicit (b) desiccate (c) belie (d) abscond.

**V. Write two paragraphs of 150 words each on the following topics. Each paragraph must have adequate and relevant ideas on the topic, and the ideas should be properly organized using strategies such as coherence and cohesion. Proper use of words and grammatical accuracy also matter. Besides, the paragraph must have a topic sentence.**

- (a) Who contribute more to the society? Doctors or Engineers? (6M)  
(b) Root cause for a nation's deterioration – Communalism or Corruption? (6M)

**VI. Read the passage given below and answer the two questions (a and b) that follow.**

What makes life in Indian organizations difficult is the widespread prevalence of this very contemptuous pride. It stops us from listening to our juniors, subordinates and people down the line. You cannot expect a person to deliver results if you humiliate him, nor can you expect him to be creative if you abuse him or despise him. The line between firmness and harshness, between strong leadership and bullying, between discipline and vindictiveness is very fine, but it has to be drawn. Unfortunately, the only line prominently drawn in our country today is between the 'heroes' and the 'zeroes'. On one side are a few hundred 'heroes', keeping nine hundred and fifty million people down on the other side. This situation has to be changed. (124 words)

**(a) Complete the following notes of the key points of the passage.**

**Write down all the points in your answer book. 4x1=4M**

- (i) Life in Indian organizations is difficult because -----  
-----.
- (ii) The difference between 'confidence' and 'pride' is -----  
-----.
- (iii) The line between heroes and zeroes is -----  
-----.
- (iv) Strong leadership, in your opinion, is -----  
-----.

**(b) Using the notes you have made, write a summary of the passage. Use 50 to 60 words in your summary and give a title to it. 1x8=8 M**

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