

**BACHELOR'S DEGREE IN LIBRARY AND
INFORMATION SCIENCE (REVISED)**

Term-End Examination

June, 2017

BLI-225 : COMMUNICATION SKILLS

Time : 3 hours

Maximum Marks : 70

Note : Answer all questions.

1. Read the passage and answer the questions that follow :

Interpersonal skill comprises an array of aspects, including listening skills, communication skills and attitude. In the business world, the term may mean the ability of an employee to get along with his or her colleagues at the workplace. Currently, proper interpersonal skills are vital in many job positions as well as organizations.

To convey your message effectively, you need good communication skills, including spoken, written and nonverbal communication skills. To communicate effectively, you need to listen thoughtfully and actively before giving your opinion. Good communication skills are necessary in any profession; they help to combat conflicts at the work place, facilitate productivity and allow one to convey accurate and understandable message to colleagues and clients.

Positive attitude is another component of good interpersonal skills. Displaying a positive attitude implies that you appreciate your work and the

company. Portraying a positive attitude includes doing such things as smiling while interacting and communicating with your colleagues and customers, greeting people cheerfully at the work place, expressing appreciation for other people's efforts and undertaking challenging with optimism.

Rather than doing things your own way, it is important to welcome the views of others in the workplace. To demonstrate your team spirit, willingness to cooperate and open-mindedness, you need to ask for the opinion and input of your colleagues at the workplace. To foster inclusiveness in the company, you should also push of a socially inclusive environment in the workplace.

Conflicts are a common occurrence in the workplace. Rather than how fast you solve the conflicts at the work place, you should focus on the best way to resolve conflicts. To resolve a conflict, you first need to understand the cause. You should then evaluate all the possible solutions to the conflict and set up objectives and strategies for solving the issue. Finally, implement the plan and monitor its success.

Assertiveness is another important component of good interpersonal skills. Assertiveness entails defending what you believe in, standing up for your ideas and confidently instructing others on what should be done. If not properly practiced, assertiveness can be confused with aggressiveness. However, this is a very important aspect, with regards to effective interpersonal skills. When used tactfully, this skill can earn you respect from other people.

Having good manners can bring out other interpersonal skills in you. Different communities across the world tend to judge people by their manners. With many businesses going global, the need for proper manners at work is becoming more important. Proper etiquette is essential in business-to-business interactions in both small and big companies across the world.

- (a) Say whether the following are true or false : 5
- (i) Your attitude has no effect on your interpersonal skills.
 - (ii) One should be open to other view points.
 - (iii) It is important to stand up for one's beliefs.
 - (iv) In a globalised work environment, one can get away with poor etiquette.
 - (v) One should keep one's emotions in check while dealing with professional issues.
- (b) Answer the following questions : 5
- (i) If there is a conflict in your workplace what is the first thing you will do to resolve it ?
 - (ii) Think of an example where social awareness skills might help you to succeed.
 - (iii) Why should you ask for your colleague's opinions at the workplace ?
 - (iv) How does etiquette help at the workplace ?
 - (v) Give a suitable title to the passage.

- (c) Find words in the passage that mean the **opposite** of the following : 10
- (i) excluding
 - (ii) passively
 - (iii) exclusive
 - (iv) similar
 - (v) fail
2. One of your colleague's is leaving the company to join a higher studies programme. Draft a presentation to be made at the farewell party. (350 words). 20
3. Write a letter to the Education Secretary outthiring the necessity for all schools to have adequate library facilities. (350 words). 20
4. Change the following into the passive voice : 5
- (a) Sachin Tendulkar has scored many sixes in his career.
 - (b) America made use of the first atomic bomb.
 - (c) Exercise can prevent many diseases.
 - (d) Nature gives us many treasures.
 - (e) We must not disobey the law.
5. Complete the following with the appropriate form of the verb given in brackets : 5
- (a) Every year he _____ (host) a grand party for family and friends.
 - (b) Although I _____ (try) very hard, I lost.
 - (c) He is _____ (look) forward to the lecture.
 - (d) I _____ (see) the Taj Mahal last year.
 - (e) You must never _____ (open) the door to a stranger.
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