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BLI-225

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

**Term-End Examination
June, 2024**

BLI-225 : COMMUNICATION SKILLS

Time : 3 Hours

Maximum Marks : 70

Note : *Answer all questions.*

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

Regardless of where you work or what you do for a living, it's almost inevitable that you're going to have to deal with your share of negative people. Some of these people are going to have bad attitudes, others may be cynical or passive-aggressive, and some are probably going to be downright angry.

P. T. O.

Learning to deal with negative people is a real art form, but I can tell you with absolute certainty that it's well worth the effort. Consider your options. If you don't learn the secrets of dealing effectively with negativity, then certainly there will be times when these people will bring you down with them. Their negativity will rub off on you, and you'll end up discouraged, frustrated, or even depressed. If you don't do what's necessary to deal gracefully with negative people, you may yourself end up cynical and negative.

You can get to a point where negative people rarely, if ever, bring you down. I believe that the best place to start is by increasing your level of compassion. It's critical to see the innocence, to understand that when someone is negative, they are unfulfilled or in some way unhappy. In most cases, they are not doing it on

purpose. Like you, they would prefer to experience contentment and joy. They just don't know how.

Enthusiasm is our most natural state of being. In other words, it's natural to feel inspired, positive, creative, interested, and uplifted by the work that we choose to do. When this quality is lacking, something is wrong. So, when someone regularly expresses negativity, there is almost certainly something missing in that person's life. Their negative attitude and behavior are stemming from a sense of lack, a sense that something is wrong or out of place.

One of the reasons negativity tends to bring us down is that we take it personally or we feel that we are in some way responsible. When viewed with compassion, however, it's easy to see that negativity is usually not directed at us, even if it appears to be. Nor is it our fault.

Try to imagine (or remember) how horrible it feels to be negative and to lack enthusiasm. When you do, it will become clear that if a negative person felt that he or she had any realistic alternatives, they wouldn't be acting negatively. They certainly aren't doing it on purpose or for the fun of it.

Usually, only one of two possibilities will result when two people communicate or work together. Either the more negative person will lower the spirits of the more positive person, or the more positive person will somehow lift the spirits of the other. Your best chance of distancing yourself from the effects of negativity is to remain enthusiastic yourself, therefore being part of the solution rather than contributing to the problem. Instead of focusing on how hard it is to be around a negative person, or over-analyzing the reasons why the person is the way he is, try instead to be

genuinely enthusiastic about your work and about your life in general. In all likelihood, you will have a significant effect on the negative people you work with. But, even if you don't, you'll be assured of being less adversely affected.

(a) Answer the following questions :

- (i) Why did the writer feel that it is “well worth the effort” to deal effectively with negative people ? Discuss. 2
- (ii) What are the ways that the author suggests to avoid being brought down by negative people ? 2
- (iii) Negative people have something ‘missing’ in their lives. Discuss. 2
- (iv) Why does the writer feel that people become negative ? 2
- (v) How do you deal with negative people ? Are you successful ? 2

(b) Pick out words from the text which mean the same as the following : 5

- (i) disbelieving (para 1)
- (ii) disheartened (para 2)
- (iii) sympathy (para 3)
- (iv) eagerness (para 4)
- (v) unfavorably (last paragraph)

(c) Make sentences of your own of any *five* words / phrases from the text : 5

- (i) downright angry
- (ii) will rub off on you
- (iii) bring you down
- (iv) contentment
- (v) inspired
- (vi) lift the spirits
- (v) significant

2. Write a short note on any *one* of the following :

10

- (i) Different styles of communication
- (ii) Preparing your portfolio

3. You are a librarian in a school. You received a parcel of books with many of them damaged. Write a letter to your suppliers, complaining about this and asking for a replacement. 10
4. Write a paragraph on the ideal library that you would like to work in. Write about **200** words. 10
5. Write a short note on the importance of survey research for a librarian. Discuss any survey research that you may have conducted. 10
6. Fill in the blanks with the correct form of the verbs in the brackets : 10
- (i) We (begin) to learn English three years ago.
- (ii) The child (eat) nothing since 9 o'clock this morning, and now it is 3 o'clock in the afternoon.
- (iii) We (not) finish this book yet, but we hope to finish it this year.

- (iv) The bird (sit) on the branch of the tree when the farmer (shoot) it.
- (v) Ahmad's mother(cook) lunch when he (come) home from school.
- (vi) Sumit often (go) to the British Museum when he (study) at London University.
- (vii) It (rain) every day this week. Today it is Friday and it is raining again.