

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

Term-End Examination

December, 2016

BLI-225 : COMMUNICATION SKILLS

Time : 3 hours

Maximum Marks : 70

Note : Answer all questions.

1. Read the passage and answer in your own words the questions that follow :

An important aspect of socializing is 'Small Talk' informal conversation is about things that are not important but establish your goodwill towards the other person and allows you to get to know him/her better. Light casual conversation or small talk happens all the time between casual acquaintances, people travelling together on the same bus or train, people you meet in the course of your work, etc.

The difference between socialising and chatting with your friends is that you have known your friends for a long time and can be opened with them while small talk is made with people you may not know at all or know slightly. Therefore, while socializing you have to be careful about the topics you choose to talk about. Avoid subjects that can lead to offence and do not ask probing personal questions (about age, salary or marital status, for instance).

Normally the conversation arises from the immediate surroundings : The weather, buildings and places, hotels, arrivals and departures, meals, entertainment, the news of the day, etc. Very often the topics flow from the conversational context. The answers to questions and the comments that follow can provide a lead to the next topic. When someone makes small talk with you, do not give only monosyllabic 'Yes' or 'No' answers. Add an opinion and care about the other person.

Another important aspects of small talk is the timing how long should you carry on with it. The simple answers is not too long, particularly in a formal or business situation. One should not wait for the guest to signal that it is time for work or move on by looking at the work or flipping open the file or briefcase.

- (a) State whether the following statements are True or False : 5x1=5
- (i) Small talk does not help in socializing.
 - (ii) It is not proper to ask probing question when you met new people.
 - (iii) Small talk does not require you to express your opinion.
 - (iv) In formal situation, small talk takes a lot of time.
 - (v) People indicate that it is time to stop talking by looking at their watches.

(b) Answer the following briefly in your own words : 5x2=10

- (i) What is the aim of small talk ?
- (ii) Why do you think subject that gives offence should be avoided during socializing ?
- (iii) Mention one difference between chatting and small talk.
- (iv) Why are simple 'Yes' or 'No' answer not suitable during small talk ?
- (v) List at least five topics that are safe for small talk.

(c) Make sentences of the following in your own words : 5x1=5

- (i) Informal
- (ii) Careful
- (iii) Conversation
- (iv) Entertainment
- (v) Important

2. Write short notes on any two of the following : 10

- (a) Participation in group discussion
- (b) Importance of body language
- (c) Social skills required for a library
- (d) Telephonic skills

3. (a) Write a letter to a friend about your new job in a college library. 10

Talk about the type of work that you do and the experience that you derive from it. Also talk about your colleagues. Write in about 150 words.

- (b) Write a letter complaining about the inefficient bus service which you use every day to get to work. Explain the inconveniences that you and others have to put up with and suggest ways to improving the services. 10
4. You are about to complete your BLIS degree and want to apply to several universities for a job of professional assistant in a library. Prepare a detailed CV. 10
5. Fill in the blanks with a/an, the or no article : 10
The larger _____ meeting, the more difficult it becomes to reach at _____ decision. _____ ideal size of _____ meeting depends on _____ purpose of _____ meeting. If _____ meeting has been called to give _____ information to the members, views of the participants' do not matter. But if _____ meeting has been called to Take _____ decision on any topic, it is advisable to call just few individuals for it.
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