

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

Term-End Examination

February, 2021

BLI-225 : COMMUNICATION SKILLS

Time : 3 hours

Maximum Marks : 70

Note : Answer *all* questions.

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

Business management is more than simply telling employees what to do. Managers must understand business organization, finance, and communication, as well as have a thorough understanding of their particular market and relevant technologies and policies. While managers are not necessarily the most important people in the organization, their work is critical to helping everyone else work together.

Management skills overlap with leadership skills, as both involve problem-solving, decision-making, planning, delegation, communication, and time management. Good managers are often good leaders. And yet the two roles are distinct.

In general, management is about organization. There may be something mechanical about it, not in the negative sense of a “mechanical performance”, but rather in its focus on the technical “how” of accomplishing tasks. Leaders, in contrast, focus on the “why”, motivating and inspiring their subordinates. Leadership is about people. Not all leaders have the skill set to be managers, and not all managers have the skills to be leaders.

The critical role of a manager is to ensure that a company’s many moving parts are all working properly together. Without this integration, problems can arise and issues can “fall through the cracks”.

Management skills are important for many different positions, at many levels of a company, from the top leadership to intermediate supervisors. Most management skills are related to five basic, fundamental functions : planning, organizing, coordinating, directing and oversight.

Individual managers may or may not be personally involved in drafting company policy and strategy, but even those who aren't still must be able to plan. You might be given certain objectives and then be responsible for developing ways to meet those objectives. You may need to adjust someone else's plan to new circumstances. In either case, you'll have to understand what your resources are, develop time tables and budgets, and assign tasks and areas of responsibility.

Organizing generally means creating structures to support or accomplish a plan. This might involve creating a new system of who reports to whom, designing a new layout for the office, or building strategy and planning around how to move through a project, how to move towards deadlines, and how to measure milestones.

Aspects of organization could also mean helping leaders under your guidance manage their subordinates well. Organization is about planning and foresight, and requires an ability to comprehend the big picture.

Managers must know what is happening, what needs to happen, and who and what are available to accomplish needed tasks. If someone is miscommunicating, if someone needs help, if a problem is being overlooked or a resource underutilized, a manager needs to notice and correct the issue. Coordinating is the skill that lets the organization act as a unified whole.

Directing is the part where you take charge and tell people what to do, otherwise known as delegating, giving orders, and making decisions. Someone has to do it, and that someone could be you.

Oversight means keeping track of what's going on and setting right anything that gets out of place. It might include anything from reviewing business models and checking for inefficiencies to checking to make sure a project is on time and on budget. Oversight is the maintenance phase of management.

Management positions include some of the best-paid, most prestigious jobs in the country. For that reason, management, good or bad, can have a huge influence on many lives. Your skills really matter.

- (a) Say whether the following statements are *True* or *False* : 5
- (i) A manager's job is to help everyone work together.
 - (ii) All leaders can be managers and all managers can be leaders.
 - (iii) Management skills are required only at the top level.
 - (iv) A manager has to be good at organising.
 - (v) Coordination is not a part of a manager's work.
- (b) Answer the following questions : 5
- (i) How are management and leadership skills similar ?
 - (ii) What are the basic skills of management ?
 - (iii) What does organising mean ?
 - (iv) What is 'directing' ?
 - (v) Why are management positions among the best paid ?
- (c) Find words in the passage which mean the **same** as the following : 10
- (i) complete
 - (ii) separate
 - (iii) middle
 - (iv) allocate
 - (v) juniors

2. Write a paragraph on any **one** of the following (in about 350 words) : 20
- (i) Social Media
 - (ii) Student Elections
 - (iii) Importance of Games
 - (iv) Education through Travel
3. Write a dialogue of 10 rounds featuring yourself and someone you met during a long train journey. 20
4. Write a brief self-profile that you will present at the beginning of an office seminar. 5
5. Fill in the blanks with appropriate linking words : 5
- (i) The person _____ is most likely to get the gold medal is my sister.
 - (ii) _____ you wish to make a good impression, you must be courteous.
 - (iii) We need to be very cautious while travelling _____ miscommunication due to a cultural gap may cause problems.
 - (iv) It is best to keep quiet when not sure of facts, _____ we will look foolish.
 - (v) They conducted a thorough investigation and were _____ able to present a watertight case.
-