

**DIPLOMA IN MODERN OFFICE
PRACTICE (DMOP)**

Term-End Examination

December, 2022

BSSI-011 : COMMUNICATION SKILLS

Time : 3 Hours

Maximum Marks : 100

Note : *Answer all questions. All questions carry equal marks.*

1. Read the following passage and answer the questions below it :

One of the ways that many of us get ourselves into trouble is that we commit to too many things; we fail to say no. We say, "Sure, I'll do it," or "No problem, I'll take care of it," when deep down, we know we don't really want to, or that we already have too much on our plates.

P. T. O.

The problem with always saying yes is two-fold. First, the end result is almost always feeling overwhelmed, stressed and tired. There is simply a point when enough is enough, a point of diminishing return when our attitude, spirit, even our productivity begins to suffer. Our work suffers, as does our personal and family life. By saying yes too often, we begin to feel victimized and resentful that we have so much to do. Because we tend to feel guilty when we say no, it's often difficult to see that we were the ones who got ourselves into this mess by failing to say no more often.

The second major problem with failing to say no when it's appropriate to do so is that you end up with a slightly disingenuous attitude. In other words, you are doing things you really don't want to be doing or shouldn't be doing—but you are acting, on the surface, as if everything is just fine. For example, you'll

agree to perform a task or switch shifts with a coworker by saying, “Oh, it’s all right,” when what you really need is a day off to yourself. Then because you don’t get your much-needed rest, you feel victimized by your overwhelming schedule or angry that so many people ask favors of you ! Again, you played a key role in the creation of your own stress, but you believe the stress is caused by outside forces, or that it’s inevitable.

Saying no without guilt is not selfish—it’s a protective necessity. If someone said to you, “Can I have the air you breathe ?” you’d probably question their sanity. You certainly wouldn’t feel guilty saying no. Yet if someone says, “Can I ask you to do something for me that will push you over the edge and make you feel stressed out and resentful ?”, there are many times that you’ll agree either out of habit, obligation, or simply guilt. Sure, the person

probably didn't phrase the request like that, but in reality, that's what is being asked of you.

Obviously there are many times that we can't say no, and many other times when it's in our best interest to say yes or that we simply want to say yes. Terrific ! The trick is to use our wisdom, instead of old knee-jerk reactions, to decide when to say yes and when to say no. The key is to be reflective and to ask yourself, "All things considered—e.g., the feelings and needs of the person making the request, the need to say yes, and most importantly my own sanity, is it in my best interest to say yes, or is it okay to refuse ? I think you'll discover that, put in this perspective, there are probably many instances when it's perfectly fine to say no.

- (a) Read the above passage and answer the questions : 2 each
- (i) What makes it difficult for some people to say 'no' to others ? Discuss.

- (ii) Why is it 'wise' to say 'no' sometimes ?
Give *two* reasons.
- (iii) Describe the emotions that people may feel when they say 'yes', when they do not wish to.
- (iv) How does a person decide that is appropriate to say 'yes' ? Discuss.
- (v) Give an appropriate title to the passage. Say why it is appropriate.
- (b) Find words from the passage which mean the same as the following : 6
- (i) bind ourselves to (para 1)
- (ii) in one's inner most feelings (para 1)
- (iii) has a very strong emotional effect
(para 2)
- (iv) singled out for cruel treatment
(para 2)
- (v) not sincere attitude (para 3)
- (vi) unthinking, impulsive response.

- (c) Make *four* sentences of your own with the following words/phrases from the passage.

There are two extra words : 4

- (i) stressed
- (ii) enough is enough
- (iii) productivity
- (iv) guilty
- (v) sanity
- (vi) perspective

2. (a) Write (in about **150-200** words) your own experience when you said 'no' to someone. Say why you said 'no' and its consequences on you and the other person. 10

- (b) You have arranged to meet your colleague Rohit Raghavan for coffee in the evening, but your boss has asked you to stay back in office as some urgent work has come up. Telephone Rohit Raghavan : 10

- (i) tell him you can't meet him
- (ii) give details of the urgent business
- (iii) fix another tentative date.

3. Write short notes on any *two* of the following :

10+10

- (i) Chat rooms
- (ii) Writing a report
- (iii) Preparing for a job
- (iv) Body language
- (v) Features of a telephone conversation

4. (a) Complete each sentence with a suitable form of the verb given in brackets : 5

- (i) I tried to explain the situation to my parents, but they just _____ what I was talking about. (not/understand)
- (ii) What have you put in this vegetable ? It _____ absolutely disgusting. (taste)
- (iii) Sunil always claimed that he was innocent, but for many years no one _____ him. (believe)
- (iv) Why _____ that thin dress ? You'll freeze to death in the cold. (you/wear)

- (v) I remember the day you got engaged.
We _____ tea in the garden, when you
told use. (have)
- (b) Fill in the blanks using suitable
prepositions : 5
- (i) The seminar on Rural Development
will commence _____ Monday.
- (ii) The woman has been charged _____
the murder of her husband.
- (iii) She prefers coffee _____ tea.
- (iv) Applicants for this post must have a
good command _____ English.
- (v) The Minister showed concern _____
the rising incidents of violence in the
city.
- (c) Rewrite the following sentences as per the
directions given : 5
- (i) If you do not work hard, you cannot
succeed. (Use 'unless')
- (ii) A stranger said to me, "Do you know
me?" (Change into indirect speech)

(iii) We missed the bus. We were late for work. (Use 'because')

(iv) The tea is so strong. I cannot drink it. (Use 'so that')

(v) She looks ill, _____ ? (question tag)

(d) Fill in the blanks with an appropriate word from those given in brackets : 5

(i) One of his friends _____ (is, are) coming to help him.

(ii) Neither of his remarks _____ (was, were) particularly polite.

(iii) Either his brakes or his eyesight _____ (was/were) at fault.

(iv) Each of the students _____ (was/were) given a prize.

(v) One of his best friends _____ (has/have) composed the music for this film.

5. (a) Make wh-questions corresponding to the underlined words in the following sentences. One is done for you : 5

The child wanted an apple.

What did the child want ?

- (i) The girl was sitting in the corner.
- (ii) The manager goes home at 10 p.m. everyday.
- (iii) His brother wants to go to Canada for higher studies.
- (iv) These boys came home late last night.
- (v) She ate up all the mangoes I bought yesterday.

- (b) Fill in the blanks with an appropriate phrasal verb from those given below (there are two extra phrasal verbs). Make changes in the form of the verb where necessary : 5

look up, set up, set off, turn down, take off, look after, set down.

- (i) He _____ the word in the dictionary.

- (ii) The principal _____ the request of the students for more holidays.
- (iii) He _____ on a long road journey through the whole country.
- (iv) Sumit _____ a health clinic in the village.
- (v) The flight could not _____ on time because of bad weather.
- (c) Write an SMS to your colleague asking him to meet you in your office for some urgent work. Use the same information to write or e-mail as well.

3+7