

No. of Printed Pages : 4

BLI-225

**BACHELOR'S DEGREE IN LIBRARY
AND INFORMATION SCIENCE**

(REVISED) (BLIS)

Term-End Examination

June, 2023

BLI-225 : COMMUNICATION SKILLS

Time : 3 Hours

Maximum Marks : 70

Note : *Answer all questions.*

1. Write a letter to the Vice Chancellor of IGNOU requesting to provide free online coaching classes to BLIS students. 10

2. (a) Explain why listening is considered to be the most important communication skills. 10

P. T. O.

Or

- (b) What are communication styles ? Explain how does a 'socialiser' react to a situation. 10
3. (a) Explain barriers to listening. Explain how language barriers can be overcome. 10

Or

- (b) Describe how you would introduce your institution to a group of students who are new to your institution. 10
4. (a) What are the different types of Internal Communication ? Discuss any *one* in detail. 10

Or

- (b) Write ten lines of conversation between you as a librarian and a student who is new to your library centring on the facilities available in the library. 10
5. Write short notes on any *two* of the following : 5+5

- (a) Importance of profile
- (b) Importance of profile skills
- (c) Efficient telephoning

6. Discuss the methods of writing. 10

Or

What are the do's and don'ts in group discussion? 10

7. Make sentences with the following in your own words : 1×5=5

(a) Good manners

(b) Good listeners

(c) Dignity

(d) Hard work

(e) Writing skills

8. Complete the following with appropriate forms of the verb given in the brackets : 1×5=5

(a) Kumzuk is (exits, exiting, excited) to visit the hornbill festival.

(b) Vungtsani (live, lives, living) in Jaipur.

(c) Anoop did not (go, goes, going) to college yesterday.

- (d) Mhonchumo (receive, received, receiving) his Ph. D degree from Oxford University.

- (e) Zana (scores, scoring, scored) the winning goal in the Football tournament.