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BSSI-011

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

Term-End Examination

June, 2023

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 :

(1) We live in times when breathtaking technological changes, dramatic business-paradigm shifts are occurring all around us. If

P. T. O.

you are out of touch with things for a week, you begin to feel like Rip van Winkle and seem several steps behind. In this supercharged climate, only the fittest survive and if you are not constantly aware of the changing environment around you—and able to adapt and change as necessary—you will find yourself slowly dropping out of the race.

(2) It used to be that most people from the previous generation (at least in India) took up a job and stuck to it for their entire career. As a result, there was not much change in the environment and the people around them. But today, very rarely do you find that people stay in the same job for more than a few years (and sometimes, just a few *months*). Hence, the change in the people around you, exacerbated

by the rapid changes in technology and business practices, makes it imperative that the information and skills needed to succeed in this changing environment be constantly honed. If we don't spend time sharpening the saw, then we will no longer be able to do our job.

(3) We must go on upgrading our skills and knowledge as a routine activity. The ability to learn constantly is an important soft skill in the context of ever changing technology and environment. It comprises having a spirit of inquiry, an air of inquisitiveness and not having reservations about learning from any source. It transforms into a lifelong learning experience—unlearning and re-learning any shifting paradigm. There are some essential steps to go through in this process.

(4) *Learn to learn* : Learning to learn is itself a challenging process. How one learns anything will depend on what you learn, your preferences, from whom you learn and finally, the learning environment. When you are working in an organization, you are already likely to be set in your ways and your learning preferences and styles are already well entrenched in you. Your learning preference and style (that has been built over the years) is like a tide or wave confronting you. You have to go with the tide for some distance and then, if necessary, turn against the tide. You have to learn to learn—learn how to go against the tide when required.

(5) *Learn to apply* : All the learning to learn done in the previous phase will bear fruit

only when you start applying what was learnt. Whether it is programming or making presentations, application of what was learnt is what makes the difference between success and failure. Most classroom learning materials are either theories of an idealized world or techniques, followed by illustrative examples of application of such theories and techniques. But real life situations are seldom cookie-cutter versions of these scenarios. They are combinations of the various basic scenarios you studied in the classroom. The ability to figure out which technique to use in what circumstance or scenario is what brings the learning to fruition.

(6) *Learn to teach* : ‘Teaching’ in this context does not mean just taking classes of

others. It could involve mentoring, the process by which you help another person to further his or her skills. It also involves management and leadership, by which you leverage another person's strength and competence for mutual benefit. Lifelong learning is not complete without learning to teach others. Unless your expertise is inculcated into others, you are going to be indispensable in your current job and thus, you will be expected to keep doing the current job forever. While this may give you a sense of job security, it will reduce your own learning and career opportunities. Further, from an organizational viewpoint, the expertise you have is not widespread enough, and so the organization becomes too dependent on your individual heroics. In order to increase the

depth of your own knowledge and to enhance the collective learning of an organization, learning to teach is an important step in lifelong learning.

(a) Answer the following questions :

(i) As per the passage, how is the present generation in India different from earlier generations ? 2

(ii) What happens to us if we don't keep pace with the changing knowledge paradigm around us ? 2

(iii) Describe the suggested methods that can help our constant evolution into capable and up-to-date professionals. 4

- (iv) How can one's expertise in a defined task be a limiting factor for one's career growth ? 2
- (v) Provide a title to the passage. Also provide the reasoning behind your choice of the title. 2
- (b) Pick out words from the passage which have a similar meaning to the following words : 5
- (i) moving very fast (Para 1)
- (ii) make a situation worse (Para 2)
- (iii) deep curiosity (Para 3)
- (iv) firmly established (Para 4)
- (v) to instil learning in someone (Para 6)

(c) Make sentences of your own with any *three* of the following phrases : 3

(i) bear fruit (Para 5)

(ii) go against the tide (Para 4)

(iii) a spirit of inquiry (Para 3)

(iv) able to adapt (Para 1)

(v) leverage a person's strength (Para 6)

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

(a) Minutes of a Meeting

(b) Uses of a Memo

(c) Definition and purpose of a Summary

(d) Significance of report writing for businesses

(e) Work ethics

3. (a) You are Arup B., the owner of an I. T. firm. You have an important visitor, paying a visit to your company on 1st July. You want your manager to attend personally to her. Write an e-mail to your manager asking him/her to : 10
- take care of the nitty-gritties of the visit
- escort the visitor to your company
- (b) What are the differences between tenders and bids ? 10
4. (a) Fill in the blanks with appropriate words given below. There are three extra options : 5

owing to,	besides,	even though,
so as,	no sooner,	furthermore
nevertheless	in spite of,	

- (i) He pretends to be busy all the time
..... to impress his superiors.

- (ii) what you say seems true, I'm not interested in pursuing your suggestion.
- (iii) Though it was humid, we ventured out.
- (iv) had I entered my home when it started snowing.
- (v) They were not prepared for the sudden turn of events, their skills.
- (b) Replace the underlined words with appropriate phrasal verbs given below. There are two extra options given : 5

gave in, carry through, lie low, lend an ear, carve out, fell flat, went berserk

- (i) Let's prepare a plan to meet the challenge.
- (ii) The boxer lost his cool once he entered the ring.

- (iii) We were not able to accomplish the plan as agreed upon.
- (iv) You must remain unnoticed for the time being.
- (v) The roof collapsed due to heavy rains.
- (c) Fill in the blanks with appropriate words : 5
- (i) She a champion since her childhood. (be)
- (ii) Most of my friends now good positions. (occupy)
- (iii) You may try but in all likelihood you (succeed)
- (iv) I must to finish my speech. (allow)
- (v) We haven't succeeded though everything. (try)

(d) Fill in the blanks with appropriate prepositions : 5

(i) Reema has full faith your capabilities.

(ii) The director says that she has no opinion this issue.

(iii) The plant will flower the right time.

(iv) I purchased this vase a song.

(v) Through thick and thin he is you without any doubt.

5. (a) Write a short note on the following in about **200** words : 10

Telephone Etiquette

Or

Solicited and Unsolicited Business Proposals

(b) Your town has changed a lot in the last few years. Rewrite the sentences below about

the changes using passive form. The first one is done for you. 5

The government renovated the town square.

The town square was renovated.

- (i) They are building a new dispensary.
- (ii) They will finish the work in a few weeks.
- (iii) The government has approved a new water works.
- (iv) They are planning a larger market place.
- (v) They may upgrade the primary school.

(c) Change the following sentences into interrogative form : 5

- (i) You will change your irate behaviour one day.

- (ii) They saw the entire match.
- (iii) My boss is coming to attend the function.
- (iv) We have never seen such a strange phenomenon.
- (v) A country cannot change within a short span of time.