

POST BASIC
BACHELOR OF SCIENCE (NURSING)

Term-End Examination

June, 2011

BNS-104 : COMMUNICATIVE ENGLISH

Time : 3 hours

Maximum Marks : 70

Note : Answer all questions.

1. Read the given passage and answer the questions.

There are many areas to look at in communication. A message is communicated through visual, vocal and verbal means. From that, comes the importance of body language, how we present ourselves and so on. The visual and vocal elements are very important for effective communication. Many people experience a challenge while communicating effectively through the spoken word.

To be a good conversationalist, we simply have to be great listeners. We have to be genuinely interested in what the other person has to say, ask the right questions (because we really want to know more) and people will laud us as great communicators.

One aid to good communication is empathy, that is, being able to understand and share the feelings of the other. Is the person in a rush, or does s/he have other matters on his /her mind ? A good example is when we want to sell an idea to our boss : is he rushing for another meeting ? Or perhaps he has just got some flak from his boss or customer and is in a lousy mood.

Some people may have a language problem : they may be thinking in their mother tongue and trying to express their ideas in a language they are not comfortable with, say, English.

Learn to organise your thoughts. Before making an important presentation, list the points you want to make in a chronological order : If language is the problem, write the ideas down in proper sentences. Reading the material a few times will help a great deal in putting the message across.

The highest level of communication is known as persuasive communication. This takes place when the person we are communicating with (1) Understands what we want to say, (2) feels what we are feeling and is then (3) motivated to take action on what we have said. Effective communication may stop short at the second point.

- (b) Fill in the blanks with the correct determiners (some, any, many, every, a few) 5
- (i) Are _____ of you going to Switzerland ?
 - (ii) Surely _____ of you must be going.
 - (iii) The park is crowded as there are _____ children playing there.
 - (iv) I do not have many friends but I have _____ good friends, who will always help me.
 - (v) _____ child must get primary education.

3. (a) Fill in the blanks with the correct preposition. 5
- (i) He was attacked _____ the thief.
 - (ii) The blood donation camp was organised _____ the Naval Youth Club.
 - (iii) I will see you in Kanpur _____ my next visit _____ the month of May.
 - (iv) She is waiting _____ the interview results.

- (b) Change into passive voice. 4
- (i) We are considering her application for the job.
 - (ii) You can pay for the tickets by cheque or by cash.
 - (iii) We have already paid for the goods.
 - (iv) No one will forget the contribution he made.

4. (a) Fill in the blanks with the correct form of the verbs given in the brackets. 5
- (i) Everyday the children ____ all the way to school. (walk)
 - (ii) Yogesh ____ by the school bus (go)
 - (iii) The boy ____ intelligent (be)
 - (iv) I ____ tired after the long journey (be)
 - (v) He ____ not agree to the proposal (do)
- (b) Make questions for the following answers. 4
- (i) I work in a B.P.O.
 - (ii) The name of the company is Alborne.
 - (iii) Yes, we will.
 - (iv) No, we can't.
- (c) Complete the following with question tag. 2
- (i) The college isn't closed, ____ ____?
 - (ii) She loves chocolates, ____ ____?
5. Write a conversation between you and your friend about the Nursing course that you are doing from IGNOU. (about 250 words) 10
6. (a) Write a short note on the SQ3R method (100 - 150 words) 5
- (b) Write a short note on the techniques of Note - taking (100 - 150 words) 5

One skill that can help you move from effective to persuasive communication is that of asking questions. This is a powerful skill and once you have mastered it, will indeed help you see immediate results in your daily communication be it sales, presentation of ideas, talking to your patients, doctors, friends or simply getting your child to do what you want.

- (i) What are the different forms of communication ? 2+2+2+2+2=10
- (ii) State the important quality of a good communicator.
- (iii) What is persuasive communication ?
- (iv) State the benefits of persuasive communication.
- (v) Give the meaning of these words as you understand from the passage.
- (a) empathy (b) persuasive.

2. Do as instructed.

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- (a) Fill in the blanks with the correct articles, wherever necessary (a, an, the) put a crossmark (x) if no article is needed, in the blank space.
- (i) Medical science has done a great deal to combat _____ diseases, _____ terrible problems of childbirth, for example, are almost a thing of _____ past.
- (ii) The bank manager is _____ very efficient man.
- (iii) His business will be _____ outstanding success.

7. Write an acceptance letter for the job after you have received in response to the following advertisement : 10

AYS Hospital (100 bed super speciality Hospital) requires Nursing staff :

Senior

and

Junior

(Food and Accommodation provided)

Apply with resume to

AYS Hospital 219, 220 Rangoli Bagh

Vivek Vihar, New Delhi - 07.
