

Item Bank on Communication Skills CCE202

Topic 1. Fundamentals of Communication

[2 marks questions]

1. Name any two communication tasks you are required to perform as a student.
2. When is communication considered to be successful?
3. Give any two of the factors you will consider before you formulate a message.
4. What care should the sender take while formulating a message?
5. Give two examples of physical barriers in communication event.
6. What are the different kinds of Noises that disrupt the communication process?
7. What kinds of barriers interrupt written and oral communication?
8. What precautions should a sender take while selecting a channel of communication?
9. 'Vertical communication' is a two way communication. Comment.
10. Define the term encoding and decoding.
11. Absence of words does not mean absence of communication. Do you agree? Give reasons.
12. What is grapevine communication?
13. What is psychological barrier?
14. What is need of communication in an organisation?
15. What is the role of receiver during the process of communication?
16. Why is it necessary for a sender to assess the status of the receiver while encoding a message?

17. What is diagonal communication? Give an example.
18. State any two advantages of upward communication.
19. How does the horizontal communication function in an organization?
20. Why grapevine communication should be checked or controlled?
21. Define written communication.
22. Define message.
23. Name the channels of communication.
24. We would have no society without communication. Explain briefly.
25. "Without a feedback the communication cycle is incomplete." Give reasons.
26. State communication cycle with suitable diagram.
27. What is feedback?
28. What is the importance of feedback?
29. What is the negative feedback? Give suitable example.
30. State the role of sender.
31. State the role of receiver.
32. What is meant by channel?
33. What is positive feedback? Give suitable example.
34. Write two advantages of effective communication.
35. Write any two characteristics of communication.
36. Define upward communication.
37. Define downward communication.
38. Define horizontal communication.
39. What are semantic barriers?
40. What are psychological barriers?
41. Write any two students' individual problems in communication.
42. Write any two students' group problems in communication.
43. Define communication.

44. "One cannot live without communication." Explain.
45. Give an example where you felt that you had not communicated effectively. How did you deal with this situation?
46. Write definition of communication in your own words.
47. How communication skills are important for diploma students?
48. Why is it important to select a proper channel for communication?
49. Why is it important to seek feedback?
50. How to make communication effective?
51. Why is communication a skill?
52. What is mechanical barrier?
53. Draw the suitable diagram for formal communicative situation.
54. State the communication is a two way process.
55. State without command over the language one cannot communicate.

[4 marks questions]

1. Write the elements involved in communication events.
2. State four reasons why society will collapse without communication.
3. Why should communication be considered as a cycle?
4. A total breakdown of the communication cycle is the result of defective sending and receiving messages. Explain briefly.
5. "Communication is a two process." Elaborate.
6. Is successful communication the responsibility of the sender or the receiver or both? Explain.
7. For meaningful communication both speaking and listening have to be accurate and intelligent. Give reasons for your agreement.
8. "Feedback is the final link in communication cycle." Discuss.
9. How does improper encoding/decoding affect the communication cycle?

10. "Without a feedback the communication cycle is complete." Give reasons
11. Briefly describe the encoding and decoding process.
12. Distinguish between encoder and decoder.
13. What are the various channels of communication?
14. Distinguish between horizontal and vertical communication.
15. Barriers in communication may often prevent effective communication. State how one can overcome them.
16. Briefly describe any two barriers, the receiver might face while decoding a message.
17. Briefly describe a miscommunication you have had with a friend or a family member. Identify two probable barriers which prevented successful communication.
18. Elaborate on any two barriers to communication.
19. Mention two examples of communication situations in which the sender of the communication failed to accomplish his purpose. Briefly analyse the cause of failure and suggest a solution.
20. Mention any two principles of effective communication.
21. What are the important features of effective communication?
22. State the importance of effective communication.
23. Which is more important- having something to communicate or communicating it effectively? Answer with two reasons.
24. Why is effective communication vital in today's world?
25. What steps would you follow if you have a communication problem?
26. Distinguish between upward and downward communication.
27. Explain the communication process with the neat diagram.
28. How can overcome mechanical and physical barriers.
29. Explain formal and informal communication with examples.

30. Why is the need of a good communication for an engineer?
31. Name and explain the basic types of communication.
32. Self image may be barrier in communication process. Explain the sentence with the help of psychological barrier.
33. What is meant communication gap? How does it occur? Explain with an example.
34. Explain any five remedies which are adapted to overcome the barriers to effective communication.
35. Explain four principles of communication.
36. What generally disturbs your learning in the classroom during any lecture hour? Identify the type communication barrier it is and explain about it in four sentences.
37. How can communication bridge the gap of misunderstanding? Explain with an example.
38. How can a language act as a barrier for communication? Explain
39. How can the various barriers of communication be minimised?
40. Identify the sender, message, receiver, medium, channel and feedback in the following situations: a) A student applies for leave and is granted leave by the class teacher. b) A dancer dances for the cause of blind children at the college auditorium for the student audience. c) The clerk asks for the Diwali bonus and is refused by the boss. d) The mother pours a glass of water on the sons face and he gets up from sleep.
41. What would be the most efficient way of handling the following communication situations? Give reason for your choice.
 - a) One of your colleagues has a problem with punctuality and it means you have extra pressure whether he is late (i) You also start

coming late (ii) You will carefully explain that the situation is affecting you (iii) Have a big fight with him

b) A computer technician at work has made a serious error (i) Dismiss him (ii) Discuss and explain how the error could have been avoided (iii) Ignore the mistake.

[8 marks questions]

1. Explain four important barriers in effective communication.
2. Explain the advantages and disadvantages of formal communication.
3. Describe the principles of communication. (Any Four)
4. Explain the characteristics of communication.
5. Draw the diagram of communication process and explain the elements involved in it.
6. What are the physical and mechanical barriers to communication?
Give two examples of each and how you will overcome these barriers.
7. State the importance of communication in business organisation.
8. What is the difference between formal and informal communication?
9. Give the examples of upward, downward, horizontal and diagonal communication with suitable diagram.
10. How does sender's personal appearance impact on his/her communication?
11. Write eight characteristics of communication.
12. How does a study of communication skill help a technical student?
13. What steps should be taken to eliminate language barrier?

Topic 2. Oral Communication

[2 marks questions]

1. What is oral communication?
2. Write two principles of oral communication with suitable examples.
3. Write two advantages of oral communication.
4. Write two disadvantages of oral communication.
5. How grammar is important in oral communication.
6. What do you mean by accent?
7. What is prepared speech?
8. What is extempore speech?
9. Write two importance of group discussion.
10. Write four examples of oral communication.
11. What is the definition of oral communication?
12. Explain the importance of humour/anecdote in speech.
13. What are the two significant rules of prepared speech?
14. "Speech should not be monotonous." Explain.
15. How will you begin your prepared speech?
16. How will you understand the feedback while delivering speech?
17. How oral communication is economical?
18. How oral communication is important in our life?
19. Explain the importance of pronunciation in oral communication.
20. "Without grammar the oral communication cannot be completed." Explain.
21. What is difference between debate and group discussion.
22. How oral communication is important in bank?
23. Enlist any four great speakers in the world.
24. How appearance is important in speech?

25. Why does an engineer need oral communication skills?

26. "Oral communication has no legal validity." Explain

[4 marks questions]

1. Without clarity and purpose oral communication cannot be completed. Explain.

2. How will you prepare prepared speech on ...a) Historical importance of Kolhapur b) Global Warming c) Nuclear Power d) Conservation of energy (Any One)

3. How group discussion is important for study?

4. How will you overcome the barriers in oral communication?

5. How will you deliver the prepared speech?

6. How will you prepare the prepared speech?

7. Write the conversation between doctor and patient?

8. Write the conversation between Bank Manager and Customer?

9. How will you conduct the group discussion?

10. What are the mannerisms in group discussion?

11. Write down the extempore speech. a) Advertisement b) Drafter
c) Scientific Calculator d) Rankala e) Mobile f) Petrol g) GPKP h) K.M.T

12. Write down the conversation a) At the Post office b) At the Library
C) At the Railway Station d) At a book Store

13. "Debate should not become dispute." Explain.

14. How beginning, middle and an end is vital in prepared speech?

15. How body language and facial expressions are important in prepared speech?

16. How appearance is important in speech?

17. Why does an engineer need good oral communication?

18. Give the merits and demerits of oral communication.
19. "Some students feel comfortable speaking among themselves in a small group, but they are not comfortable facing the audience." Illustrate.
20. Discuss the importance of grammatical correctness of English language.