

**B.A. B.Ed SEM-II Examination: 2020**

**Course-SEC1**

**Subject: English**

**Time: 3 Hours**

**F.M. 80**

Answer any *five* of the following questions **(10 × 5 = 50)**

1. Explain the functions and principles of communication.
2. Write a letter of application with the resume to apply for the post of teacher in an English Medium School.
3. Describe the significance of facial expressions and eye contact in oral communication.
4. Explain the need and importance of listening in communication. State the barriers to listening and ways to overcome the barriers. 5 + 5
5. Discuss the strategies to develop fluency in oral communication.
6. What are the different ways to enhance the interpersonal skills of the employees of an institution?
7. How do group discussions contribute to successful communication?

Answer any *six* of the following questions **(5 × 6 = 30)**

8. What are the different types of non-verbal communication?
9. List down the key factors to be considered in gestures for effective communication.
10. What are the unique features of debate?
11. What is the importance of 'minutes' in communication?
12. List down any five key principles of business letter writing.
13. Define 'Intercultural Communication'.
14. Mention different types of interview.
15. What is a complaint letter?