

Subject: Communication Skills in English, Code-HS101

2023-24 (Odd Semester) Diploma in Electrical Engineering/Mechanical Engineering

I sem Year: Ist Year (2K23)

End Semester Examination

Time: 3 h

Maximum marks: 75

All questions are compulsory

Section A 20 marks (20 questions of 1 mark each)

Write down the meaning of these words

1. **Adaptability** the quality of being able to adjust to new conditions.
"adaptability is an advantage in the harshly competitive global economy" the capacity to be modified for a new use or purpose.
2. **Resilience:** the capacity to withstand or to recover quickly from difficulties; toughness.
"the remarkable resilience of so many institutions" the ability of a substance or object to spring back into shape; elasticity. "nylon is excellent in wearability and resilience"
3. **Charwomen:** woman employed as a cleaner in a house or office.
4. **Step-Ladder**
5. **Grovel:** to try too hard to please somebody who is more important than you or who can give you something that you want
6. **Sneer:** a contemptuous or mocking smile, remark, or tone. "he acknowledged their presence with a condescending sneer"
7. **Crooked:** bent or twisted out of shape or out of place.
8. **Futility:** pointlessness or uselessness. "the horror and futility of war"
9. **Dark nights of the soul:** The dark night of the soul is a stage in personal development when a person undergoes a difficult and significant transition to a deeper perception of life and their place in it
10. **Unpredictable flux of life:** Life is an unpredictable journey, full of ups and downs, twists and turns. From the moment we're born, we're thrust into a world of constant change and flux, where nothing is certain and everything is in a state of constant motion.

Add Suitable suffix to form a new word

11. **Success** :Successful
12. **Eager:** Eagerness; Eagerly
13. **Neighbour:** Neighbourhood

Make Antonym by adding suitable prefixes

14. **Fortune:** Misfortune
15. **Regular:** irregular
16. **Possible:** Impossible

In Classroom Activity you are often required to work in a team. How would you rate yourself as a Team Leader? Tick the correct option

17. I give my idea/ I give few new ideas/I ask others to give new ideas.
18. I motivate others strongly/ I tried to motivate/ I am not interested.
19. I am ready to provide options/ I am not ready to provide options

20. **I plan my task well before beginning/** I continue without any planning

Section B (25 marks (Attempt any 5 questions of 5 marks each))

1. **Define emotional adaptability & Resilience? Write down the names of Swami's friends? Analyse, which type of communication they have with each other.**

RESILIENCE V ADAPTABILITY

At InnerDrive, we're aware of how exciting new and useful psychological theories and concepts can be. But sometimes, in the rush to embrace those, the subject can become over-discussed and distorted. "Resilience and adaptability" is one of those cases, where the lines have become blurred and both concepts get used interchangeably. And although connected, they are not the same thing. There's not much point in students knowing that they need to be resilient, or in teachers trying to improve student adaptability, if they don't actually know what these things mean. So, we should clarify: what is resilience? what is adaptability? And more importantly, how do you tell them apart?

WHAT IS RESILIENCE?

Resilience is all about being able to cope in unexpected or difficult circumstances. It's the ability to persevere in the face of challenges, overcoming barriers and bouncing back after setbacks. It also involves learning from those setbacks, to help you better deal with them next time. For example, students sometimes don't do as well in a test as they had hoped. Resilient students can accept this setback, learn from their mistakes, stay positive and work on how to do better next time. Or, when suffering from the stress of exams, resilient students can recognise their feelings, and attempt to manage their stress using effective coping mechanisms. Without resilience, students might instead get frustrated, believe that they can't get better, and give up trying.

WHAT IS ADAPTABILITY?

Adaptability, on the other hand, is being willing and able to adjust to changing conditions. This involves two elements:

Being able to notice change Being able to find new approaches and alternatives to respond to this change. It's just like what Darwin said about 'survival of the fittest'. He did not mean the 'fittest' necessarily as the quickest, cleverest, or strongest. Instead, he referred to the 'fittest' as those most capable of adapting to changes in their environment.

Take, for example, the current situation with the Covid-19 crisis, in which students have been subjected to many changes. The 'fittest' students, those who will thrive through this period and continue to achieve well at school, will be those who have adapted to changes in their learning. This might include motivating themselves to study independently when working from home, and changing their study habits to suit this better.

2. **What was the Jim's gift for Della, & How he arranged money to buy the gift.**
Jim's gift for Della was a set of beautiful tortoiseshell combs, side and back that she always longed for. He sold his gold watch to buy this gift.
3. **How much money & How Della had managed to save for Jim's present?**
4. Della had managed to save one dollar and eighty-seven cents for Jim's present. Della went to Madame Safronie to get money for Jim's present. She sold her hair to buy gold chain for his watch.

5. Write down the strategies to enhance social management?

Communication skills: this could include verbal and non-verbal communication, as well as listening and negotiating

Emotional intelligence: understanding our own and other's emotions

Team working: being able to work with others towards a shared goal

Conflict resolution skills: knowing how to productively resolve issues

Problem solving: working with others to resolve problems

6. Write down a passage on the concept of "Azad hind Fauj"

The government proclaimed authority over Indian civilian and military personnel in Southeast Asian British colonial territory and prospective authority over Indian territory to fall to the Japanese forces and the Indian National Army during the Japanese thrust towards India. The government of Azad Hind had its own currency, court and civil code, and in the eyes of some Indians, its existence gave a greater importance to the independence struggle against the British.[10][11][12] Japan also handed over nominal authority of the Japanese occupied Andaman and Nicobar Islands in 1943, though the government continued to be dependent on Japanese support. Immediately after the formation of the provisional government, Free India declared war against the Allied forces on the Indo-Burma Front.[13] Its army, the Indian National Army (Azad Hind Fauj), went into action against the British Indian Army and the allied forces as part of the Imperial Japanese Army in the Imphal-Kohima sector. The INA had its first major engagement at the Battle of Imphal where, under the command of the Japanese Fifteenth Army, it breached the British defences in Kohima,

7. Who is Rusty? Write down the Somi's letter to Rusty.

Rusty, who was brought up by his Anglo-Indian guardian in the posh westernized area of Dehra, finds the antiseptic confines of his house and neighborhood quite dull and too constricting. He harbors secret desires to explore the seedier parts of the town, which have been declared out of bounds for him by his guardian Mr. Harrison.

Yet there is hope at the end of novel, the hope that was stated Somi's letter to Rusty, I shall be coming back to Dehra in the spring, in time to watch you play Holi with Ranbir...wait a little, be patient, and the bad days will pass. We do not know why we live. It is no use trying to know. However, we have to live, Rusty, because we really want to. In addition, as long as we want to, we have to find something to live for, and even die for it. (P.102). Moreover, the hope that is present in life itself:

"One day you'll be great, Rusty. A writer, an actor, a prime minister, or something. May be a poet! Why not a poet, Rusty?"

8. Why Rusty & Kishan decided to return Dehra?

9. (a) Write down the history of INA & (b) Significance of 21 October 1943.

The Provisional Government of Free India or, more simply, Azad Hind,[4][5] was a short-lived Japanese-supported provisional government in India.[6] It was established in Japanese occupied Singapore during World War II in October 1943[7][8][9]

It was a part of the political movement originating in the 1940s outside India with the purpose of allying with the Axis powers to liberate India from British rule. It was established by Indian nationalists in exile during the latter part of the World War II in Singapore with monetary, military and political assistance from Imperial Japan.[9]

Founded on 21 October 1943, the government was inspired by the concepts of Subhas Chandra Bose who was also the leader of the government and Head of state.

10. A customer has complained against the defective make-up and skin care products of your company. As a sales manager of the company, write a letter to the customer apologizing for such inconvenience caused to him / her. Invent the necessary details.

Dear _____,

We are sorry to hear that you were not satisfied with your purchase. We strive to provide the best quality of skin care products to our customers, and we apologize for any inconvenience that you may have experienced.

If you would like to return or exchange the Skin care product, please contact our customer service department and we would be happy to assist you.

Thank you for your time, and we hope that you will continue to shop with us in the future.

Sincerely,

[Your name]

11. **Section C** (30 marks (Attempt any 3 questions of 10 marks each, each part carries 5 marks)

1. (a) Discuss about Self Awareness & Self-Management. (b) Discuss about values, you are living with, in your real life.

Self-awareness and self-management are key components of emotional intelligence, a concept developed by psychologists Peter Salovey and John Mayer and popularized by Daniel Goleman. These two aspects play crucial roles in personal and interpersonal effectiveness. Let's explore each of them:

Self-Awareness:

Understanding Emotions:

Recognizing one's own emotions is the foundation of self-awareness. It involves identifying and understanding a wide range of feelings.

Emotional Insight:

Going beyond surface emotions to understand the underlying causes and triggers of feelings. This includes recognizing patterns of emotional responses.

Accurate Self-Assessment:

Realistically evaluating one's strengths and weaknesses, as well as understanding how one's emotions can impact thoughts and behavior.

Self-Reflection:

Taking time for introspection and reflection on one's values, goals, and actions. This helps in gaining a deeper understanding of oneself.

Awareness of Strengths and Weaknesses:

Recognizing personal strengths and areas that need improvement. This contributes to a more authentic and grounded sense of self.

Self-Management:

Emotional Regulation:

Controlling and managing emotional responses, especially in challenging or stressful situations. This involves avoiding impulsive reactions and maintaining composure.

Stress Management:

Developing effective strategies to cope with stress and pressure. This might include mindfulness, relaxation techniques, or other stress-reducing activities.

Adaptability:

Being flexible and adaptable in the face of change. This involves adjusting one's mindset and approach to navigate different circumstances.

Impulse Control:

Resisting the urge to act on immediate impulses. Instead, taking the time to consider the potential consequences of actions.

Goal Setting and Achievement:

Setting realistic and meaningful goals and working towards them. This involves planning, organizing, and persisting in the face of challenges.

Time Management:

Effectively managing time and resources to optimize productivity and achieve desired outcomes.

Connection Between Self-Awareness and Self-Management:

Feedback Loop: Self-awareness informs self-management, and vice versa. Being aware of one's emotions allows for better regulation, and effectively managing emotions enhances self-awareness.

Personal Growth: Both self-awareness and self-management contribute to personal growth and development. Understanding oneself facilitates positive change, and effective self-management supports ongoing improvement.

Interpersonal Relationships:

A strong foundation of self-awareness and self-management contributes to healthier and more positive relationships with others. Understanding and managing one's emotions can lead to better communication and collaboration.

2. **(a) Mention character of Swami & All his friends. which type of communication they have with each other. (b) Write down an application written by Father of Swami in episode 1 of Malguday's Days.**

In "Swami and Friends," Swaminathan, commonly known as Swami, is the main character, and he has a group of friends with distinct personalities. The story is set in the fictional town of Malgudi during the British colonial period. Here's a brief overview of Swami and some of his friends:

Swaminathan (Swami):

Character Traits: Swami is a curious, imaginative, and mischievous young boy. He often finds himself caught between the expectations of his family, teachers, and friends.

Communication Style: Swami's communication is a mix of innocence, spontaneity, and curiosity. He expresses his thoughts openly and is not afraid to question authority, which sometimes leads to humorous or challenging interactions.

Mani (Subramanian):

Character Traits: Mani is Swami's best friend, known for his physical strength and protective nature. He is loyal but can be impulsive and aggressive.

Communication Style: Mani tends to communicate assertively, especially when defending Swami or expressing his opinions. His communication often reflects his strong sense of loyalty and protective instincts.

Rajam:

Character Traits: Rajam is a new student who becomes Swami's friend. He is intelligent, disciplined, and the son of a police superintendent.

Communication Style: Rajam's communication is often polite, logical, and disciplined. He brings a sense of order and authority to the group, and his interactions with Swami are characterized by a mentor-like role.

Sankar:

Character Traits: Sankar is another friend of Swami, known for his philosophical and mature outlook on life. He is often seen as thoughtful and calm.

Communication Style: Sankar's communication style is reflective and philosophical. He engages in deeper discussions and offers insights that contribute to the group's understanding of various situations.

The communication among Swami and his friends is primarily characterized by the lighthearted banter, camaraderie, and occasional conflicts that are typical of childhood friendships. Their interactions often reflect the dynamics of a close-knit group of boys navigating the challenges and adventures of adolescence.

It's important to note that the communication styles of the characters in "Swami and Friends" are influenced by their individual personalities, backgrounds, and the cultural context of the story.

To,

The Headmaster,
Albert Mission School,
Malgudi.

Subject: Concerns Regarding an Incident Involving Swaminathan

Respected Sir,

I hope this letter finds you in good health. I am writing to bring to your attention a matter of significant concern regarding an incident involving my son, Swaminathan, who is a student in Class [X] at your esteemed institution.

It has come to my knowledge that Swaminathan was allegedly subjected to an unwarranted and inappropriate incident in the school premises involving [Teacher's Name], a member of the teaching staff. This incident has understandably left me deeply troubled and concerned for my son's well-being.

As a parent, I trust in the school's commitment to providing a safe and nurturing environment for its students. I am confident that the school takes such matters seriously and will conduct a thorough investigation into this incident. My purpose in bringing this matter to your attention is to seek your assistance in ensuring that appropriate action is taken to address the situation.

I request that a formal inquiry be conducted to determine the facts surrounding the incident. I believe that a fair and transparent investigation will help establish the truth and allow for the necessary steps to be taken to prevent such incidents in the future.

In the meantime, I kindly request that Swaminathan be excused from attending classes until the matter is appropriately resolved. His emotional well-being is of utmost importance to our family, and we want to ensure that he feels safe and secure in the school environment.

I have full faith in the school's commitment to the welfare of its students, and I trust that you will handle this matter with the seriousness it deserves.

Thank you for your prompt attention to this concern. I look forward to your response and actions in resolving this matter.

Yours sincerely,

[Signature]

[Name of Swami's Father]

[Contact Information]

3. What happened every time a Uncle Podger undertook to do a job? (b) What all went wrong when uncle Podger tried a picture?

when uncle Podger had decided to do a job it would be such a commotion at home. There are a people, who in attempt to do a work, create chaos all around.

1. He sent the maid out for six-pennyworth of nails, and then one of the boys after her to tell her the size of the nail.
2. He cut his finger and kept looking for the handkerchief, which was in the pocket of the coat on which he had been sitting.
3. He kept dropping the nail and the hammer and the mark.
He fell on the piano and struck all the notes at the same time.
1. And then he would lift up the picture, and drop it ... he would try to save the glass, and cut himself.
2. He would use a bit of string this time, ...the string would slip, and down he would fall on to the piano.
3. At last, Uncle Podger would find the spot again... he would strike his thumb, and drop the hammer, with a loud cry, on somebody's toes.
4. Define Social awareness. Write down the strategies to enhance social management?
5. (a) Write down the conversation from "First Day at Work place" a role play activity.
(b) What is your opinion for this activity to overcome any barrier.

6. (a) What different Communication styles in brief? (b) Write down assertive Communication in detail.

Communication styles refer to the way individuals express themselves, convey information, and interact with others. Different people may have distinct preferences and approaches to communication. Understanding various communication styles is essential for effective interpersonal interactions. Here are some common communication styles:

Assertive Communication:

Characteristics: Clear, direct, and respectful. Assertive communicators express their thoughts and feelings openly while considering the rights and opinions of others.

Example: "I appreciate your input, but I disagree with the proposed solution. Let's discuss other alternatives."

Passive Communication:

Characteristics: Indirect, avoids conflict, and tends to prioritize others' needs over one's own. Passive communicators may struggle to express their opinions or set boundaries.

Example: "It's not a big deal; we can do whatever you prefer."

Aggressive Communication:

Characteristics: Forceful, dominating, and often disrespectful. Aggressive communicators prioritize their own needs and opinions without considering those of others.

Example: "My way is the only right way, and I don't care what you think."

Passive-Aggressive Communication:

Characteristics: Indirect expression of negative feelings, often through sarcasm, silent treatment, or subtle undermining. Passive-aggressive communicators may not openly confront issues.

Example: Smiling while saying, "Sure, I can do that for you," when feeling upset about the request.

Collaborative/Cooperative Communication:

Characteristics: Emphasizes teamwork and finding mutually beneficial solutions. Collaborative communicators value open dialogue and strive for win-win outcomes.

Example: "Let's work together to find a solution that meets both of our needs."

Analytical Communication:

Characteristics: Logical, detail-oriented, and fact-based. Analytical communicators prefer to focus on data and information when conveying ideas.

Example: "Based on the research and statistics, I propose implementing the following strategy."

7. What is Emotional intelligence? (a) Discuss about Self Awareness & Self-Management. (b) Discuss about values, you are living with, in your real life.

8. Write down the dialogues & Summary of Malgudy days episode: The Hero or Ek Mahnati Ladka Dadoo