

BEGAE-182

ASSIGNMENT

(For July, 2025 and January, 2026 Sessions)

BEGAE 182: English Communication Skills



School of Humanities

**Indira Gandhi National Open University
Maidan Garhi, New Delhi – 110 068**

BEGAE - 182
English Communication Skills (BEGAE - 182)

Course Code: BEGAE-182/2025-26

Dear Student

You are required to do one assignment for the Course titled English Communication Skills Code BEGAE-182, which will be a Tutor Marked Assignment (TMA) and will carry 100 marks. It will be based on blocks 1 to 4.

Aims: This assignment is concerned mainly with assessing your application and your understanding of the course material. You are not to reproduce chunks of information from the course material but to use the skills of critical appreciation that you may have acquired during the course of study. This assignment aims to teach as well as to assess your performance.

Instructions: Before attempting the questions please read the following instructions carefully.

As in day-to-day life, planning is important in attempting the assignment as well. Read the assignment carefully; go through the units on which the questions are based; jot down some points regarding each question and then re-arrange them in a logical order. In the essay-type answer, pay attention to your introduction and conclusion. The introduction must tell you how to interpret the given topic and how you propose to develop it. The conclusion must summarize your views on the topic. Once you are satisfied with your answers, you can write down the final version for submission, writing each answer neatly and underlining the points you wish to emphasize. **You should submit the assignment in your own handwriting.**

Make sure that your answer:

- a) is logical
- b) is written in simple and correct English
- c) does not exceed the number of words indicated in your questions
- d) is written neatly and clearly.

Please remember that it is compulsory to submit your assignment before you can take the Term End Examination. Also remember to keep a copy of your assignment with you and to take a receipt from your Study Centre when you submit the assignment.

1. Write your Enrolment Number, Name, Full Address and Date on the top right corner of the first page of your response sheet(s).
2. Write the Course Title, Assignment Number and the Name of the Study Centre you are attached to in the centre of the first page of your response sheet(s).

The top of the first page of your response sheet should look like this:

ENROLMENT NO:

..... NAME:

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ADDRESS:

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COURSE TITLE:

ASSIGNMENT NO:

STUDY CENTRE: DATE:.....

4. Use only foolscap size paper for your response and tag all the pages carefully.

5. Write the relevant question number with each answer.

Last Date for Submission of Assignment:

For June Examination: 31st March

For December Examination: 30th September

Good Luck!

BEGAE-182: English Communication Skills
Assignment July, 2025 & January, 2026 Sessions
(Based on Blocks 1 - 4)

Max. Marks: 100

Answer all questions.

1. What is non-verbal communication? Discuss the various kinds /modes of non-verbal communication. 10
2. Discuss the socio-psychological barriers to communication. Suggest ways to overcome them. 10
3. Prepare a 5-minute presentation on how to prepare for a job interview. 10
4. What do you understand by visual aids? Suggest areas where it is advisable to use visual aids. How do visual aids help the presenter to perform effectively? 10
5. It is important to be a good listener while in a meeting so as to respond to the views of the other participants and to articulate your own opinions. Listening carefully will enable you to ask questions and seek clarification about what you do not understand. Suggest ways how one can be an active participant in a meeting? List a few etiquette to be observed while in a meeting. 10
6. What are the four levels of comprehension? Mention any two interpretive abilities with examples. 10

7. Write short notes on : 10
 - A. regression
 - B. subvocalising
 - C. Creative reading
 - D. critical reading.

8. You are the manager of "Vikas Bank" in Gurugram. One of your valued customers, Ms. Ananya Sharma (account number ending in 7890), has recently incurred a ₹500 penalty due to an insufficient balance in her savings account. While the bank policy requires charging this fee, you want to ensure Ms. Sharma feels appreciated and understood, not just penalised. Write a formal letter from the bank manager to Ms. Ananya Sharma. Your letter should clearly state the reason for the charge, the amount, and when it was applied. However, the overall tone should be friendly, understanding, and reassuring, emphasising the bank's commitment to her financial well-being and offering assistance if needed. 10

OR

You are the Customer Relationship Head at "Connect India Broadband." You have a long-standing customer, Mr. Rakesh Kumar (account number CI-2023-555), who has generally been very reliable. However, his internet bill has been outstanding for the past three consecutive months. While you want to maintain a positive relationship, it's crucial to inform him that continued non-payment will, unfortunately, lead to service disruption. Write a letter to Mr. Rakesh Kumar. Begin by highlighting his long-standing loyalty and the quality of your service. Then, *subtly and positively* (without explicitly stating "you haven't paid"), inform him about the outstanding balance for the last three months. Gently explain the importance of timely payments for uninterrupted service and politely request him to clear his dues to continue enjoying their services. Avoid a

threatening or demanding tone; instead, aim for helpful and understanding, while still conveying the seriousness of the situation.

10

9. Imagine three young entrepreneurs, Rohan, Sameera, and Arjun, are having a casual breakfast at a new eco-friendly cafe in Bengaluru. They're discussing the challenges and opportunities facing India. The discussion unfolds as follows :

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Rohan and Sameera are strong advocates for prioritising environmental sustainability, even if it means slowing down certain aspects of rapid industrial growth. They argue that India's future depends on urgent action regarding climate change, pollution, and resource depletion, citing the severe impact on public health and agriculture. They believe in stricter environmental regulations and investing heavily in renewable energy and sustainable practices.

Arjun, while acknowledging environmental concerns, emphasises the immediate need for robust economic development and job creation, especially in rural areas. He argues that poverty alleviation and improving living standards for a vast population sometimes necessitate compromises on environmental fronts in the short term. He believes that with a stronger economy, India will eventually have more resources to invest in environmental protection.

The conversation then shifts to the role of local communities in development projects. Sameera and Arjun find common ground here. They both believe that involving local communities in the planning and execution of development projects (be it infrastructure, industry, or environmental initiatives) is crucial for their success and long-term sustainability. They argue against top-down approaches that often neglect local needs and knowledge.

Rohan, however, has a slightly different perspective. While he agrees on community involvement, he also highlights the necessity of strong, centralised government policies and expert guidance to ensure large-scale, impactful changes, particularly in areas like national infrastructure and major environmental protection programs. He worries that relying solely on local initiatives might lead to fragmented efforts and slow progress on critical national issues.

The Group Discussion Question:

Considering the varied perspectives of Rohan, Sameera, and Arjun, and drawing upon your insights, prepare a Group Discussion on the topic:

"In the context of India's development, how can a balance be achieved between rapid economic growth and environmental sustainability? Discuss the roles of government, industry, and local communities in fostering a development model that is both prosperous and environmentally responsible."