

**BACHELOR'S DEGREE IN LIBRARY
AND INFORMATION SCIENCE (BLIS)
(REVISED)**

Term-End Examination

December, 2024

BLI-225 : COMMUNICATION SKILLS

Time : 3 Hours

Maximum Marks : 70

Note : Answer *all* questions.

1. Read the passage given below and answer the questions that follow :

Body language or kinesics is the most widely used communication medium. Yet, we seem to attach so little importance to it, largely because, most of the messages that are sent out by our bodies are involuntary. The body

constantly sends signals to receivers even if we do not intend it. So long as there are people watching us, body language continuously transfers messages. This is in some respects a passive medium, where the body does not wait for our conscious minds to signal messages.

But what are the messages ? How are they understood ? The movements of different parts of the body convey body language. The sender and the receiver understand the meanings of these movements in the particular cultural environment that they share. The body movements are often determined by internal psychological stimuli like emotions, feelings, etc. Emotions like anger, restlessness, joy, sadness or dejection find expression more by body language than by its verbal counterpart. In this respect, body language is a good gauge

to measure the psychological disposition of a person. The silent films of Charlie Chaplin could convey so much by the deft use of body language.

However, body language is indicative and cannot be relied upon fully, since there may be gross misunderstanding of gestures. Even then, it is useful because it informs the receiver about the psychological state of the sender's mind in advance. This preparedness helps a person to shape his responses appropriately. Body language may help a manager to know in advance the mental pulse of his co-workers and exercise authority without actually issuing verbal orders. In business negotiations, marketing, interviewing, formal meetings and even informal interactions, body language plays significant roles. Take for example, the case of a

manager who enters the office and, on his way, notices a difference in the body language of his subordinates. If he is conscious of body language, he will realize the employees are disturbed about something. Body language will not tell him what the problem is, but will make him aware that there is a problem. The manager can now enquire and use verbal communication to find out what the problem is and solve it.

Body movements could be mastered through training and practice as actors and dancers do in their performance. But most people use body language quite spontaneously without being too conscious of it. To understand how body language works it may be helpful to focus on the main parts of the body whose movements play significant roles in transmitting messages.

(a) Answer the following questions :

- (i) Why do most people attach very little importance to body language ? 2
- (ii) “Body language is a passive medium.” Discuss. 2
- (iii) “The body movements are often determined by internal psychological stimuli”. Discuss. 2
- (iv) According to the passage why is it important for seniors to be aware of the body language of their subordinates ? 2
- (v) How is body language useful to you at your workplace ? Give some examples from your experience. 2

(b) Pick out words from the passage which mean the same as the following : 5

- (i) unconscious (para 1)
- (ii) being low in spirits (para 2)
- (iii) proficient and agile (para 2)
- (iv) suggestive (para 3)
- (v) very important (para 3)

(c) Make sentences of your own with any *five* of the following words/phrases : 5

- (i) messages
- (ii) cultural environment
- (iii) psychological
- (iv) gestures
- (v) subordinates
- (vi) mastered
- (vii) transmitting

2. Write a short note on any *one* of the following :

10

(i) What are the do's and don'ts of Group Discussions ?

(ii) Features of a Proposal

(iii) Basic principles of writing

3. You are a member of the local library of your city. You want to discontinue the membership because of the rude behaviour of the attending staff. Write a letter to the Chief Librarian of the library :

10

- stating the incident
- what redressed you went
- what action you intend to take.

4. Write about **200** words on “A modern well-equipped library”. 10
5. Write a short note on safe and non-safe topics for social small talk. 10
6. Fill in the blanks with the appropriate form of the verbs given in brackets : 10
- (i) Hello Rohit. I (not/see) you in a long time. How have you been ?
- (ii) I’m okay. But I (not/have) a job now, so I feel pretty depressed about it. I (look) for a job for the past three months, but so far I (not/have) any success.
- (iii) My friend (graduate) from college last year, and he (not/job) a job yet. A lot of jobs (disappeared) in recent years.

- (iv) My family (come) to U.S. last year
to find better jobs, but it's not easy any
more.
- (v) But it's not impossible.
(you/ever/use) the Occupational Outlook
Handbook ?
- (vi) No, I never (have).

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