

**DIPLOMA IN MODERN OFFICE
PRACTICE (DMOP)**

Term-End Examination

June, 2026

BSSI-011 : COMMUNICATION SKILLS

Time : 3 Hours

Maximum Marks : 100

Note : *Answer all questions.*

1. Read the following passage and answer the questions given below it :

Broadly speaking, listening is of three types : intensive, casual and empathic. When we listen to get information, solve problems, convince others etc., it is called intensive listening. As listeners, we focus our full attention on achieving our goals. So, we

listen carefully and watch the speakers' body language like gestures, tone and pitch of voice, facial expressions etc. to better understand the speakers' purpose.

We participate in casual listening when we listen for entertainment or pleasure like listening to songs or while watching TV. We listen in a lighthearted way and may not pay attention to all the information that is being conveyed. In fact, there may be very little by way of information and the talk may be just chatter, meant more to amuse than to inform. At a party, in the college canteen or in a crowd, we may casually listen to all the conversation around us yet

may not pay much attention to it or remember anything.

Empathy is the ability to listen to not just the words but the hidden meaning – the cry for help or even anger of a friend or colleague. It is the ability to understand how someone else feels because you can imagine yourself in her or his shoes. Counselors and psychologists use empathic listening in dealing with their clients. If parents and teachers use empathic listening, they can get to know their children and students better as well as bond with them more closely. In fact, a good friend is usually the one who is an empathic listener. We feel

comfortable sharing our emotions and feelings with her/him.

Though listening is a very important part of communication, good listeners are rare. Most often it is careless and self-centered people who make bad listeners. Others will hurriedly prejudge a speaker, either based on his or her appearance, dress, grooming or manner of delivering the speech (accent, speed or volume). Sometimes, people will dismiss topics as boring or too difficult and will create distractions or get distracted themselves. Though listening is hard work and requires concentration, there can be occasions of over listening as well. When you want to miss nothing and just want to concentrate on each and every word and

example of the speaker you can miss the woods for the trees, i.e., you can pick up all the irrelevant or unimportant ideas and miss the main point. At the other extreme are people who fake attention : they may be physically present and pretend to be listening to the speaker while their minds are somewhere else.

Good listening requires a positive approach, quick thinking and an open frame of mind. Good listeners always make better learners. You will be surprised at how much you can pick up if you are a good listener. Therefore, learn to listen carefully. Concentrate not just on the choice of words but also on the tone in which the message is delivered. Be slow to respond. Don't jump to conclusions but let the information be given fully before you interrupt the speaker. Look for the

intention of the speaker and don't be distracted by unnecessary details.

(a) Answer the following questions :

(i) According to the writer, which are the three types of Listening ? Discuss any *two* briefly. 3

(ii) Which mistakes do bad listeners make ? 2

(iii) Good Listening requires 2

(iv) What do you understand by over listening ? Is it a good practice or a bad one ? 2

(v) Give a suitable title to the passage. 1

(b) Pick out words from the passage which have a similar meaning to the following words/phrases : 5

(i) cause someone to believe firmly in the truth of something (para 1)

- (ii) movement of some body parts like hands or head, to convey something (para 1)
 - (iii) usually an informal talk between two or more people (para 2)
 - (iv) an ability to understand and share others' feelings (para 3)
 - (v) experts who treat mental health issues (para 3)
- (c) Give suitable opposites to the words from the text below : 5
- (i) understand
 - (ii) ability
 - (iii) carefully
 - (iv) unnecessary
 - (v) listen

2. Write short notes on any *two* of the following :

10+10

- (i) Minutes of a Meeting

- (ii) Features of basic telephone skills
 - (iii) Importance of personality development today
 - (iv) How to make communication effective
 - (v) Definition and types of Business Reports
3. (a) You are Secretary to the General Manager. Your boss has asked you to prepare a feasibility report on shifting the Company Office to a new commercial area in the city center. Include your suggestions and appropriate recommendations in the report. 10
- (b) You wish to apply for the post of Secretary in an MNC. Write a job application letter along with your CV to the H.R. Manager of that company. 10

Or

(a) You are Anup B, the owner of an I. T. firm. You have an important visitor, paying a visit to your company on 1st July. You want your manager to attend personally to her. Writes an e-mail to your manager asking him/her to :

- take care of the nitty-gritties of the visit
- escort the visitor to your company

10

(b) You need to stand out in an interview—be a cut above the rest. How would you go about preparing yourself ?

10

4. (a) Fill in the blanks with appropriate articles (a/an/the) :

5

Once you have finished writing assignment, do not forget the last steps. In last draft, read carefully for final check. final draft

should be checked on paper or hard copy, as correcting errors becomes easier. After these corrections are done, assignment is now ready for submission.

- (b) Fill in the blanks with correct form of the verbs given in brackets : 5

After the meeting (get) over, the Manager Ms Sunita Dhingra (call) her Secretary. Ms Dhingra then (dictate) a letter to her. After the Secretary (bring) it for approval and signature, Ms Dhingra realized she (forget) to mention names of the New Executive Members.

- (c) Write a short note on the following in about **200** words : 10

Code of Conduct

Or

Planning for Video Conferencing

5. (a) Add the correct prefixes to the following words : 5

- (i) View
- (ii) Sight
- (iii) Ordinary
- (iv) Existent
- (v) Known

- (b) Given below are attributes of a good Secretary. Make a sentence or two with each one of them. You may change the form of these words in your sentences :

10

- (i) adaptability
 - (ii) initiative
 - (iii) efficiency
 - (iv) honesty
 - (v) good computer skills
- (c) Here are some expressions commonly used in Introductions and Greetings. Write the underlined expressions, using contracted forms : 5

- (i) I am Aditi Singh.
- (ii) They are my colleagues Ritika and Arjun.
- (iii) We are working together in the Sales Team.
- (iv) We had joined the Sales Department last year.
- (v) We would like to show you our presentation now.

x x x x x