(6 pages)

MAY 2024 **U/ID 31533/ULJ2A**

Time : Three hours Maximum : 75 marks

PART A — (10 × 2 = 20 marks)

Answer any TEN questions, in 30 words each.

1. Who is a good listener?

2. Define passive listening with examples.

3. Mention any two techniques to become a more effective listener.

4. Why are announcements important?

5. What are the effective ways of listening to lectures?

6. What is the purpose of audio-visual materials?

7. What are the benefits of reading comprehension?

8. Mention any two comprehending skills.

9. What is the difference between news and a bulletin?

10. What is active listening in interpersonal skills?

11. What is the importance of interpersonal skill?

12. How does listening help you develop your interpersonal relationship?

PART B — ($5 \times 5 = 25$ marks)

Answer any FIVE questions, in 200 words each.

13. What are the benefits of listening to a speech?

14. What are the ways to improve active listening?

15. How will you listen to news bulletins effectively?

16. How can we develop interpersonal communication skills through listening?

17. Describe how active listening is important for a leader.

18. Mention some ways to improve interpersonal skills.

19. What happens when leaders do not listen?

PART C — ($3 \times 10 = 30$ marks)

Answer any THREE questions, in 500 words each.

20. Write an essay on various ways to improve active listening skills.

21. Attempt an essay on Active Listening in Effective Communication.

22. Write elaborately on how listening to lectures are important for students.

23. Read the following and answer the questions below:

From the very beginning man has attempted what has seemed impossible. Man is different from the rest of the creation in this respect. He has an eternal thirst for adventure. This led to countless new discoveries and inventions. Human curiosity is limitless. It is responsible for space flights and moon landings.

The desire to know that lies beyond the visible world takes many forms. The Everest hero Tenzing and the hero of the 'Seven Seas', Mihir Sen, were inspired by the same restless spirit. Astronauts Armstrong, Collins and Aldrin, who were the first humans to set foot on the soil of the moon, have proved beyond doubt that man shall not rest until he has conquered the entire universe.

Now the question arises: Is it enough to know and master nature? To answer it one should first answer a more basic question: which is more important-knowing and understanding yourself? Everyone will agree that in the absence of self–knowledge even the most advanced knowledge of the universe will be not only useless but also dangerous.

(a) "Man is different from the rest of the creation in this respect". Here man stands for

(i) A particular man

(ii) Tenzing and Mihir Sen

(iii) Armstrong. Collins and Aldrin

(iv) All mankind

(b) "He has an eternal thirst for adventure'.

Here eternal means

(i) Great

(ii) Old

(iii) Without beginning or end

(iv) That which cannot be satisfied

(c) "It is responsible for space flights and moon landings". Here "It" stands for

(i) Man's attempting the impossible

(ii) The difference between man and the rest of the creation

(iii) Human curiosity

(iv) Man's eternal thirst for adventure

(d) "Which is more important ———— knowing and understanding the world around you or knowing and understanding yourself

(i) One particular person

(ii) An imaginary reader

(iii) Only those who read this passage

(iv) One, anyone

(e) Everyone will agree that in the absence of self-knowledge even most advanced knowledge of the universe will he not only useless but also dangerous'

The above sentence implies that

(i) One should have only self-knowledge

(ii) A knowledge of the universe is in all cases useless and dangerous

(iii) The author does not want anyone know and understand the universe

(iv) First one should know and understand oneself and only afterwards try to know and understand the universe

24. Communication is important in leadership-Discuss.

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