



LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034

B.A. DEGREE EXAMINATION – ENGLISH LITERATURE

SIXTH SEMESTER – NOVEMBER 2016

EL 6608 – ENGLISH FOR EFFECTIVE COMMUNICATION

(FROM 13-BATCH)

Date: 15-11-2016

Dept. No.

Max. : 100 Marks

Time: 09:00-12:00

PART- A

Answer ALL the questions:

(10x2=20)

1. What are the goals of communication?
2. What is managerial communication?
3. What are ambiguities?
4. What is a simple sentence?
5. What are vocal cues?
6. What are gestures?
7. How will you be courteous?
8. What are different types of listening skills?
9. How important is surroundings in speaking effectively?
10. What is group discussion?

PART- B

Answer any FOUR of the following:

(4x10=40)

11. What are the tools to be followed to make an effective communication?
12. What are the basic principles to be given to style in language for a good communication?
13. What is the role of body language in communicating effectively to the listeners?
14. How do you analyze the audience's mind?
15. What is the role of a participant in a group discussion?

PART- C

Answer the following in about 300 words each:

(2x20=40)

16. a) Write an essay on the nature and uses of verbal and non- verbal communication.
Give examples.

(OR)

- b) Describe the steps followed in listening process. Identify the barriers to listening.

17. a) Write in detail about how interpersonal, group, and interactive communication go hand in hand. Give examples.

(OR)

- b) You are required to appear for an interview for the position of Management Trainee (your preferred specialization) at XYZ Ltd. What considerations will you keep in mind before and during the interview?
