

The Assam Royal Global University, Guwahati  
Department of English, Royal School of Languages  
Semester End Examination, December 2018  
CEN UG 1st Semester

DEVELOPING ORAL COMMUNICATION AND LISTENING SKILLS

Course Code: CEN982A101 / CEN 992101

Time: 1 Hour

Maximum Marks: 30

Note: Attempt all questions as per instructions given.  
The figures in the right-hand margin indicate marks.

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Section-A

- Q.1. Attempt all questions. 2 x 8
- a) Define noise in communication.
  - b) What do you mean by non-verbal communication?
  - c) Define one-way communication.
  - d) What is mass communication?
  - e) Define superficial listening.
  - f) What is a formal group?
  - g) What is impersonal language?
  - h) What do you mean by technical style?

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Section-B

Answer the following questions:

- Q2(a) Differentiate between formal and informal communication 3.5  
OR  
(b) Differentiate between interpersonal and intrapersonal communication.
- Q3(a). What do you mean by Artifacts? How is it different from Haptics? 3.5  
OR  
(b) Explain physical and psychological barriers to the process of listening.
- Q4(a) What do you mean by a 'group'? Explain the reasons for joining a group. 3.5  
OR  
(b) Write the elements of communication
- Q5(a). Write a note on the ABC of technical communication. 3.5  
OR  
(b) Discuss the purpose of group discussion.