

GUJARAT TECHNOLOGICAL UNIVERSITY

BE-3 SEMESTER – OLD PAPER – W13 TO W22 – QUESTION BANK

Subject Name & Code:

Communication Skills (2110002)

Unit 1 – Basics of Communication

(Definition, Process, Non-Verbal: Kinesics, Proxemics, Paralinguistics, Chronemics)

Repeated Questions:

1. **Explain the process of communication with a diagram.**
 - Appeared in: W16 (Q2c, 07 marks), W18 (Q2b, 04 marks), S17 (Q2c, 07 marks), S19 (Q2c, 07 marks), W22 (Q2c, 07 marks), W14 (Q2a, 03 marks), S16 (Q2c), W13 (Q2a)
2. **What is feedback? Explain its importance in the communication process.**
 - Appeared in: W16 (Q2a, 03 marks), W19 (Q2a, 03 marks), S19 (Q2a, 03 marks), W17 (Q2b, 04 marks), S18 (Q1a T/F)
3. **Define Kinesics and give examples.**
 - Appeared in: W16 (Q4b, 04 marks), W19 (Q3a, 03 marks), S19 (Q2b, 04 marks), W14 (Q2b), S14 (Q2a)
4. **Define Proxemics and give examples.**
 - Appeared in: W16 (Q4b, 04 marks), W19 (Q3a, 03 marks), S19 (Q5a, 03 marks), W22 (Q2a, 03 marks), W18 (Q5a, 03 marks), S17 (Q2a, 03 marks), S14 (Q2a)
5. **Differentiate between hearing and listening.**
 - Appeared in: W16 (Q3a, 03 marks), W19 (Q2b, 04 marks), S19 (Q3b, 04 marks), W14 (Q4a, 03 marks), W13 (Q3b), S16 (Q3b), W18 (Q7a, 03 marks)

Other Important Questions:

1. **What is Chronemics?**
 - W18 (Q2a, 03 marks), S19 (Q1b, MCQ), W22 (Q1a T/F)
2. **Explain the components of non-verbal communication.**
 - S14 (Q2a, 07 marks), S18 (Q3c), W14 (Q2b)
3. **“Communication is a two-way process.” Justify.**
 - S17 (Q2b, 04 marks)
4. **What is Paralinguistics? Explain its features.**
 - S17 (Q1a, fill up), W22 (Q1b, MCQ), W14 (Q2b), W18 (Q6b, 04 marks)
5. **Define communication. Explain its types.**
 - W19 (Q2c, 07 marks), S19 (Q2c, 07 marks), W17 (Q2a, 03 marks)

Unit 2 – Presentation Strategies

(Purpose, Audience & Locale, Content & Outline, Effective Delivery)

Repeated Questions:

1. **Define the purpose of presentation.**
 - Appeared in: W19 (Q4a, 03 marks), S19 (Q3a, 03 marks), W18 (Q6a, 03 marks)
2. **Explain the importance of analyzing audience and locale in presentation.**
 - Appeared in: S17 (Q3a, 03 marks), S16 (Q3a), W13 (Q3a), S14 (Q4a)
3. **“Planning, Preparing, and Presenting are equally important for effective presentation.” Justify.**
 - Appeared in: W16 (Q4c, 07 marks), S19 (Q3c, 07 marks), W17 (Q3c, 07 marks)
4. **What are the tips for preparing a PowerPoint presentation?**
 - Appeared in: W22 (Q2b, 04 marks), W14 (Q5c)

Other Important Questions:

1. **Explain manuscript presentation.**
 - W22 (Q3b, 04 marks)
2. **What are the problems faced by presenters?**
 - W14 (Q3b, 04 marks)
3. **What is the role of eye contact in presentation?**
 - W17 (Q3b, 04 marks)
4. **Prepare an outline for a presentation on a given topic.**
 - W16 (Q4a, 03 marks), W14 (Q3c, 07 marks), S18 (Q4b)
5. **Explain various techniques of presentation delivery.**
 - S18 (Q2b), W22 (Q1a T/F)

Unit 3 – Listening Ability

(Hearing vs Listening, Types, Barriers, Traits of Good Listener)

Repeated Questions:

1. **Explain various barriers to effective listening with examples.**
 - Appeared in: W16 (Q3c, 07 marks), S19 (Q4b, 04 marks), W14 (Q4b, 04 marks), S16 (Q4c)
2. **What are the traits of a good listener?**
 - Appeared in: W19 (Q3c, 07 marks), S19 (Q4a, 03 marks), W17 (Q4a, 03 marks), S16 (Q4a, 03 marks), W14 (Q3a)
3. **Explain different types of listening with examples.**
 - Appeared in: S19 (Q4c, 07 marks), W17 (Q3a, 03 marks), W18 (Q4a, 03 marks), S18 (Q5b), S14 (Q5a)

Other Important Questions:

1. **What is empathetic listening?**
 - W22 (Q1b, MCQ)
2. **How can one improve listening skills?**
 - W19 (Q1b T/F)
3. **Differentiate between appreciative and critical listening.**
 - S18 (Q1a MCQ), W22 (Q1a T/F)
4. **“Being non-evaluative and paraphrasing helps in listening.” Do you agree?**
 - W16 (Q3b, 04 marks)

Unit 4 – Reading Fluency

(Techniques, Strategies, Comprehension, Skimming & Scanning)

Repeated Questions:

1. **Differentiate between skimming and scanning with examples.**
 - Appeared in: W22 (Q4b, 04 marks), W14 (Q4c, 07 marks), W13 (Q4a), S16 (Q3c), S14 (Q3b)
2. **Explain various techniques of reading.**
 - Appeared in: W19 (Q4c, 07 marks), S19 (Q5b, 04 marks), W18 (Q3a, 03 marks), S16 (Q3c)
3. **What are the strategies for improving reading comprehension?**
 - Appeared in: W22 (Q5b, 04 marks), S17 (Q5a, 03 marks), W17 (Q5a, 03 marks)

Other Important Questions:

1. **What is intensive reading?**
 - W22 (Q3a, 03 marks), S17 (Q5c)
2. **What is extensive reading?**
 - S17 (Q5c), W17 (Q4b, 04 marks)
3. **Why do we scan while reading for exams?**
 - W16 (Q5a, 03 marks)
4. **What are the purposes of reading?**
 - S18 (Q3a)

Unit 5 – Writing Skills

(Paragraph, Business Letters, Reports, Email, Story Completion)

Repeated Questions:

1. **Write a paragraph on a given topic (Social Media, Clean India, etc.).**
 - Appeared in: W18 (Q5c, 07 marks), W19 (Q5c, 07 marks), S17 (Q6a, 03 marks), W22 (Q6a, 03 marks), S14 (Q6a), W13 (Q5b)
2. **Draft a complaint letter for defective goods.**
 - Appeared in: W19 (Q6c, 07 marks), S19 (Q5c, 07 marks), W22 (Q4c, 07 marks), S17 (Q6c, 07 marks), S18 (Q4c)
3. **Write a formal email (to principal, company, etc.).**
 - Appeared in: W16 (Q5c, 07 marks), W19 (Q6b, 04 marks), W14 (Q5a, 03 marks), W17 (Q5b, 04 marks), S16 (Q7b)
4. **Complete the story with a suitable title.**
 - Appeared in: W18 (Q7c, 07 marks), W17 (Q5c, 07 marks), S16 (Q5b, 04 marks), S14 (Q4b), S18 (Q7c)

Other Important Questions:

1. **What is the role of a topic sentence in a paragraph?**
 - W16 (Q6a, 03 marks)
2. **Write a report on an event/feasibility.**
 - W22 (Q5c, 07 marks), W14 (Q6a, 03 marks), S17 (Q6b, 04 marks), S18 (Q5c), W13 (Q6b)
3. **Explain email etiquette.**
 - S17 (Q3c, 07 marks)
4. **Write a business letter (inquiry, order, adjustment).**
 - W16 (Q6b, 07 marks), W18 (Q4c, 07 marks), S16 (Q6c), W14 (Q6b)

Unit 6 – Enriching Language through Literature

(Poems & Short Stories)

Repeated Questions:

1. **Explain the central idea/theme of “The Road Not Taken”.**
 - Appeared in: W19 (Q7b, 04 marks), W18 (Q6c, 07 marks), S17 (Q7a, 03 marks), W22 (Q7b, 04 marks), W13 (Q7b), W14 (Q7a)
2. **Critically evaluate/comment on the language/satire in “Goodbye Party for Miss Pushpa T.S.”**
 - Appeared in: W16 (Q7a, 03 marks), W19 (Q7c, 07 marks), S19 (Q6a, 03 marks), W22 (Q7a, 03 marks), S16 (Q7a), S18 (Q7b)
3. **Describe the character sketch of Harvey Maxwell.**
 - Appeared in: W19 (Q5b, 04 marks), S19 (Q7c, 07 marks), S17 (Q7c, 07 marks)
4. **Discuss the twist/irony in “The Eyes Are Not Here”.**
 - Appeared in: W18 (Q3c, 07 marks), S17 (Q7b, 04 marks), W22 (Q6c, 07 marks), W17 (Q6a, 03 marks), W14 (Q7b)

Other Important Questions:

1. **Justify the title “The Romance of a Busy Broker”.**
 - W16 (Q7c, 07 marks), S16 (Q5c), S18 (Q6b)
2. **How does the narrator hide his blindness in “The Eyes Are Not Here”?**
 - W22 (Q6c, 07 marks), W17 (Q6a, 03 marks)
3. **What does the poem “The Road Not Taken” symbolize?**
 - W19 (Q5a, 03 marks)
4. **Portray the character of Miss Pushpa.**
 - S19 (Q6a, 03 marks)
