

**SRI VENKATESWARA UNIVERSITY - TIRUPATI**

Program: **B.A. /B.Sc. /B.Com** Honours in **GENERAL ENGLISH**

**FIRST YEAR - I SEMESTER**

(W.e.f. Academic Year 2023 - 24)

**COURSE1:A COURSE IN COMMUNICATION AND SOFT SKILLS**

Theory

Credits: 3

4hrs/week

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**Objectives & Outcomes**

*By the end of the course the learner will be able to:*

- Understand the importance of listening and practice effective listening.
- Use grammar effectively for accuracy in writing and speaking.
- Use relevant vocabulary in everyday communication.
- Acquire ability to use Soft Skills in professional and daily life.
- Confidently use the skills of communication .

**I. UNIT: Listening Skills**

- a. Importance of Listening
- b. Types of Listening
- c. Barriers to Listening
- d. Effective Listening

**II. UNIT: Phonetics**

- a. Sounds of English: Vowels and Consonants
- b. Syllable
- c. Word Stress
- d. Intonation

**III. UNIT: Grammar**

- a. Concord
- b. Articles
- c. Prepositions
- d. Tenses
- e. Question tags

**IV. UNIT: Speaking Skills**

- a. Greetings & Introduction
- b. Asking and Giving Information
- c. Yes, We Can - Barack Obama
- d. Agreeing/Disagreeing
- e. A Leader Should Know How to Manage Failure- Dr. A.P.J. Abdul Kalam

**V. UNIT: Soft Skills**

- a. SWOC
- b. Attitude
- c. Emotional Intelligence
- d. Netiquette
- e. Interpersonal Skills

**References:**

1. Soft Skills, Dr. Alex (New Delhi: S. Chand & Company Ltd) 2009.
2. InterpersonalSkillsTraining, Philip Burnard (New Delhi: Viva Books Private Ltd)
3. SoftSkillsforEveryone, Jeff Butterfield (New Delhi: Cengage Learning India Pvt Ltd) 2012
4. Emotional Intelligence, Daniel Goleman (London: Bloomsbury Publishing) 1996
5. A Text Book of English Phonetics for Indian Students, Balasubramanian
6. A Hand book for English Language Labor, E. Suresh Kumar, P. Sreehari
7. Communication Skills (2<sup>nd</sup> Edition), Sanjay Kumar & Pushpa Lata, Oxford University Press, 2016.

**Activities:**

**Make the students listen to news concepts**

**Watch interviews and speeches on YouTube**

**Role plays on formal and informal conversations.**

# SRI VENKATESWARA UNIVERSITY: TIRUPATI

Four Year B.A. /B.Sc. /B.Com Degree Examination

Model Question Paper

Choice Based Credit System (w.e.f.2023-2024)

Semester – I

## COURSE 1: A COURSE IN COMMUNICATION AND SOFT SKILLS

Time: 3 Hrs.

Max. Marks: 75

### Section-A

I. Answer any Three of the following Questions (3X5=15)

1. What are the barriers to effective listening?
2. What is the difference between active and passive listening?
3. List three qualities of a good listener.
4. What are the factors that affect the listening process?
5. Write a note on the types of listening.

II. Answer any Three of the following Questions. (3X5=15)

1. Attempt a classification of Diphthongs with examples.
2. Write an essay on accent and rhythm in connected speech.
3. Attempt a classification of consonants with examples.
4. Write an essay on Word Accent/Word Stress.
5. Define syllable with suitable examples.

III. Attempt the following questions: (2X1=2)

(a) Concord

- (i) Neither Ajay nor Akshay \_\_\_\_\_ coming to the party.
- (ii) Sunil, along with his sister \_\_\_\_\_ going to school.

(b) Fill in the blanks with suitable Articles: (2X1=2)

- (i) Suresh is \_\_\_\_\_ MLA from Tirupathi.
- (ii) \_\_\_\_\_ European visited the temple yesterday.

(c) Fill in the blanks with suitable prepositions: (3X1=3)

- (i) Park the car \_\_\_\_\_ the road.
- (ii) The teacher asked students \_\_\_\_\_ open the text book.
- (iii) The government should look \_\_\_\_\_ the orphans.

(d) Fill in the blanks with appropriate forms of the verbs given in brackets: (5X1=5)

- (i) She \_\_\_\_\_ a book in the library(Read).
- (ii) They \_\_\_\_\_ to school tomorrow. (Go)
- (iii) Farhan \_\_\_\_\_ Raju at the market. (Meet)
- (iv) The boys \_\_\_\_\_ playing in the part when it rained. (Play)
- (v) The examinations \_\_\_\_\_ to April. (Postpone)

(e) Add question tags to the following statements. (3X1=3)

- (i) Ravi is invited to the party, \_\_\_\_\_?
- (ii) The boys aren't attending classes now a days, \_\_\_\_\_?
- (iii) Don't make a noise, \_\_\_\_\_?

**IV. Answer any Three of the following Questions**

**(3X5=15)**

1. Give two ways of agreeing with a person and two ways of disagreeing.
2. You are attending a meeting/seminar at 7 p.m. How do you greet the people in the meeting?
3. What do's and don'ts should we follow while seeking information from a stranger?
4. What was the theme of the speech "Yes, We Can"?
5. What are Kalam's views on success and failure in this interview?
6. How do you manage success and failure, according to APJ Abdul Kalam?

**V. Answer any Three of the following Questions**

**(3X5=15)**

1. What are the advantages of SWOT/SWOC analysis for students?
2. What is positive thinking? Why are people negative?
3. Why is emotional intelligence important for students/employees?
4. What are the ten commandments of Computer/Internet Etiquettes?
5. Why are interpersonal skills important?
6. What are Interpersonal Skills? Discuss The Importance of Interpersonal Skills