

TB221220V

Reg. No : .....

Name : .....

**B . A. DEGREE (C.B.C.S.) EXAMINATION, NOVEMBER 2022**  
(2022 Admissions (regular) 2021 Admissions (Improvement / Supplementary), 2020, 2019, 2018, Admissions  
Supplementary)

**SEMESTER I - CORE COURSE (ENGLISH LITERATURE AND COMMUNICATION STUDIES)**

**CE1B03B18 - CONVERSATIONAL SKILLS**

**Time : 3 Hours**

**Maximum Marks : 80**

**Part A**

**I. Answer any Ten questions. Each question carries 2 marks**

**(10x2=20)**

1. Discuss the features of a face- to-face conversation.
2. Determine the features of a debate.
3. Explain 'medium' of conversation.
4. An important aspect of self- disclosure is the rule of reciprocity. Explain.
5. Describe proxemics.
6. List any four titles of affection.
7. Give two sentences of making request —when you offer to do something for another person.
8. Write two sentences you will use to accept a suggestion put across by your friend.
9. Write two ways, other than saying thank you, by which you can express your gratitude to someone.
10. Write two sentences you will use to congratulate someone on their achievement.
11. Define clarity.
12. Discuss why interaction with the audience is important.

**Part B**

**II. Answer any Six questions. Each question carries 5 marks**

**(6x5=30)**

13. Construct a conversation between two strangers who meet at the airport.
14. Distinguish semi-formal and informal conversation.
15. Elaborate Paul Grice's maxims of conversation.
16. Describe the various geographical barriers of conversation with examples.
17. Explain the significance of addressing people in a conversation.
18. Write a brief conversation between you and your neighbour. You are requesting him not to play music loudly as you are disturbed by it.
19. Write a brief note on expressing gratitude—phrases used in various situations.
20. Write a short note on interaction and persuasion.
21. Elaborate soft skills for presentation.

**Part C**

**III. Answer any Two questions. Each question carries 15 marks**

**(2x15=30)**

22. Construct a conversation between you and a customer relations executive discussing the call tariffs and data plan.
23. Psychology of conversation depends upon multiple factors. Elaborate.

24. You found that the food you ordered online was stale. You directly approach the restaurant and meet the manager of the restaurant. Write a conversation between you and the restaurant manager, effectively complaining about the food. (15 exchanges)
25. Create a conversation between two business partners discussing about their future plans/ next action plan.