

Seat	
No.	

Total No of Pages:



Kamala College, Kolhapur

(Autonomous)

English

M.A. (Part-II) (Semester-III)

Examination December 2023.

NEP - 2020 Level - 6

SECIII- Business English: Management and Leadership

Subject Code: SECIII

Day and Date: Friday 15/12/2023

Total Marks: 50

Time: 11.00 p.m. to 2.00 p.m.

Instructions:

- 1. All questions are compulsory.**
- 2. Figures to the right indicate full marks.**

.....
Tick (✓) the correct answer. (Each questions carry 2 marks) .

1) approach is used when the audience will be annoyed and defensive to hear the information.

- | | |
|-----------------------------|------------------|
| A) Direct | B) Indirect |
| C) Both Direct and Indirect | D) None of these |

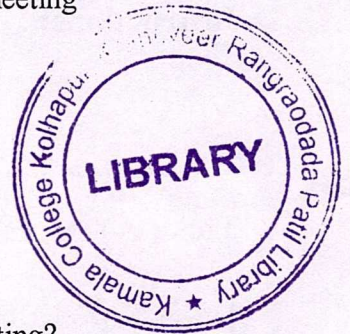
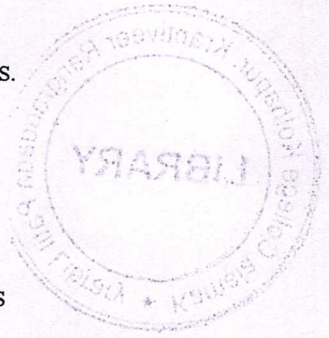
2) In Direct Approach you start with

- | | |
|------------------------|--------------------------|
| A) Necessary details | B) necessary explanation |
| C) News or information | D) conclusion |

3) is a neutral beginning that helps your audience prepare for the negative news.

- | | |
|----------------|------------------|
| A) Reason | B) Negative news |
| C) Redirecting | D) A buffer |

- 4) works to build trust.
- A) A buffer
B) Reason
C) Negative news
D) Redirecting
- 5) Knowing makes it easier to accept the negative news.
- A) WHERE
B) WHY
C) WHO
D) WHOM
- 6) The first stage in Indirect approach is
- A) Reason
B) Negative news
C) Redirecting
D) buffer
- 7) The last stage in Indirect approach is
- A) Reason
B) Negative news
C) Redirect
D) a buffer
- 8) The list of things to be completed in the meeting means
- A) Minutes of the meeting
B) agenda of the meeting
C) Schedule of the meeting
D) notice of the meeting
- 9) When planning a meeting, what questions should you ask yourself?
- A) Who should attend the meeting?
B) What is the purpose of the meeting?
C) Is the meeting necessary?
D) All the above
- 10) What is one of the most important tools you need for an effective meeting?
- A) A white board
B) an agenda
C) Lots of people
D) a window with a nice view
- 11) There are three main cultural styles for taking turns when speaking.....
is odd one.
- A) Wait Culture
B) Silent Culture
C) Pause Culture
D) Interrupt Culture
- 12) are infinitives and gerunds.
- A) Adjectives that combine with verbs
B) Nouns that are only people and places, not things.
C) Verbs that bind with other verbs to become nouns.
D) Adverbs that combine with adjectives.



- 13) If you must interrupt the speaker in a meeting, you must do so
- A) Politely but firmly
B) politely but unconfidently
C) Impolitely but firmly
D) rudely but firmly
- 14) Our bodies change our minds, and our minds change our behaviour and our behaviour changes our
- A) Minds
B) feelings
C) Emotions
D) outcomes
- 15) In a status report, information can be communicated through.....colours.
- A) green-blue-red
B) green - red- yellow
C) Pink - yellow - white
D) orange - green – yellow
- 16) Green colour in a status report means
- A) in target and healthy
B) area of concern
C) Needs immediate attention
D)all of above
- 17)section of a status report communicates the items that have been completed.
- A) Summary
B) Areas for concern
C) Upcoming deliverables
D) Key accomplishments
- 18)is an example of concrete word.
- A) Love
B) Unclear
C) Laptop
D) Idea
- 19) the most powerful word in Business English is
- A) Verb
B) adjective
C) Noun
D) adverb
- 20) "Precise" means
- A) Detailed
B) illustrative
C) Exact
D) comparative
- 21) The word "development" is a.....
- A) Verb
B) noun
C) Pronoun
D) preposition
- 22) Coaching sessions are not a one-time event, they are meant to be ongoing regular opportunities to offer
- A) Continuing feedback
B) assessment
C) Scrutiny
D) inspection

23) Coaching involves fairlyfeedback.

A) Wrong

B) moderate

C) Strict

D) constructive

24) Coaching is supervisory focused on.....objectives.

A) Long term

B) no

C) Higher

D) short term

25) The second phase of group development is the

A) Normal phase

B) lengthy phase

C) Storming phase

D) dull phase

