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MANIPAL INSTITUTE OF TECHNOLOGY
MANIPAL
(A constituent unit of MAHE, Manipal)

IV SEM (OPEN ELECTIVE) OPEN TO ALL BRANCHES
MAKE UP EXAMINATION JUNE 2019
SUBJECT: ADVANCED COMMUNICATION SKILLS IN ENGLISH (HUM 3281)
REVISED CREDIT SYSTEM

Time: 3 Hours

Max. Marks: 50

I. Read the following passage and answer the questions on it:

(10 Marks)

To teach is to create a space in which obedience to truth is practiced. Space may sound like a vague, poetic metaphor until we realize that it describes experiences of everyday life. We know what it means to be in a green and open field; we know what it means to be on a crowded rush hour bus. These experiences of physical space have parallels in our relations with others. On our jobs, we know what it is to be pressed and crowded, our working space diminished by the urgency of deadlines and competitiveness of colleagues.

But then there are times when deadlines disappear and colleagues cooperate, when everyone has space to move, invent and produce with energy and enthusiasm. With family and friends, we know how it feels to have unreasonable demands placed upon us, to be boxed in the expectations of those nearest to us. But then there are times when we feel accepted for who we are (or forgiven for who we are not), times when a spouse or a child or a friend gives us the space both to be and to become.

Similar experiences of crowding and space are found in education. To sit in a class where the teacher stuffs our minds with information, organizes it with finality, insists on having the answer while being utterly uninterested in our views, and forces us into a grim competition for grades-to sit in such a class is to experience a lack of space for learning. But to study with a teacher who not only speaks but also listens, who not only gives answers but asks questions and welcomes our insights, who provides information and theories that do not close doors but open new ones, who encourages students to help each other learn-to study with such a teacher is to know the power of a learning space.

A learning space has three essential dimensions: openness, boundaries and an air of hospitality. To create open learning space is to remove the impediments to learning that we find around and within us: we often create them ourselves to evade the challenge of truth and transformation. One source of such impediments is our fear of appearing ignorant to others or to ourselves. The openness of a space is created by the firmness of its boundaries. A learning space cannot extend indefinitely; if it did, it would not be a structure for learning but an invitation for confusion and chaos. When space boundaries are violated, the quality of space suffers. The teacher who wants to create an open learning space must define and defend its boundaries with care, because the pursuit

of truth can often be painful and discomfoting, the learning space must be hospitable. Hospitality means receiving each other, our struggles, our new-born ideas with openness and care. It means creating an ethos in which the community of truth can form and the pain of its transformation be borne. A learning space needs to be hospitable not to make learning painless, but to make painful things possible, things without which no learning can occur—things like exposing ignorance, testing tentative hypotheses, challenging false or partial information, and mutual criticism of thought.

The task of creating learning space with qualities of openness, boundaries and hospitality can be approached at several levels. The most basic level is the physical arrangement of the classroom. Consider the traditional classroom setting with row upon row of chairs facing the lectern where learning space is confined to the narrow alley of attention between each student and teacher. In this space, there is no community of truth, hospitality or room for students to relate to the thoughts of each other. Contrast it with the chairs placed in a circular arrangement, creating an open space within which learners can interconnect. At another level, the teacher can create conceptual space—with words, in two ways. One is through assigned reading; the other is through lecturing. Assigned reading, not in the form of speed reading several hundred pages, but contemplative reading which opens, not fills, our learning space. A teacher can also create a learning space by means of lectures. By providing critical information and a framework of interpretation a lecturer can lay down the boundaries within which learning occurs.

We also create learning space through the kind of speech we utter and the silence from which true speech emanates. Speech is a precious gift and a vital tool, but often our speaking is an evasion of truth, a way of buttressing our self-serving reconstructions of reality. Silence must therefore be an integral part of learning space. In silence, more than in arguments, our mind-made world falls away and must also create emotional space in the classroom, space that allow feeling to arise and be dealt with because submerged feelings can undermine learning. In an emotionally honest learning space, one created by a teacher who does not fear dealing with feelings, the community of truth can flourish between us and we can flourish in it.

Q1. Which of the following statements best describes the author's conception of learning space?

- (a) Where the teacher is friendly.
- (b) Where there is no grim competition for grades.
- (c) Where the students are encouraged to learn about space.
- (d) Where the teacher provides information and theories which open new doors and encourages students to help each other learn.

Q2. The statements 'the openness of a space is created by the firmness of its boundaries' appears contradictory.

Which of the following statements provides the best justification for the proposition?

- (a) We cannot have a space without boundaries.
- (b) Bounded space is highly structured.
- (c) When space boundaries are violated, the quality of space suffers.
- (d) A teacher can effectively defend a learning space without boundaries.

Q3. According to the author, learning is a painful process because:

- (a) It exposes our ignorance.
- (b) Our views and hypotheses are challenged.
- (c) It involves criticizing the views of others.
- (d) Of all of the above reasons.

Q4. The task of creating learning space with qualities of openness, boundaries and hospitality is multidimensional. It involves operating at:

- (a) Psychological and conceptual levels.
- (b) Physical, perceptual and behavioral levels.
- (c) Physical, conceptual and emotional levels.
- (d) Conceptual, verbal and sensitive levels.

Q5. According to the author, silence must be an integral part of learning space because:

- (a) Silence helps to unite us with others to create a community of truth.
- (b) Silent contemplation prepares us to construct our mind-made world.
- (c) Speaking is too often an exercise in the evasion of truth.
- (d) Speaking is too often a way of buttressing our self-serving reconstruction of reality.

Q6. According to the author, an effective teacher does not allow

- (a) feelings to arise within the learning space.
- (b) silence to become an integral part of the learning space.
- (c) learning space to be filled by speed reading of several hundred pages of assigned reading.
- (d) violation of learning space boundaries.

Q7. Understanding the notion of space in our relations with others is:

- (a) To acknowledge the beauty of poetic metaphor.
- (b) Exclusively rooted in our experiences of physical space.
- (c) To accept a spiritual dimension in our dealings with our peers.
- (d) To extend the parallel of physical space to our experiences in daily life.

Q8. Another way of describing the author's notion of learning space can be summarized in the following manner.

- (a) It is vital that learning be accompanied by unlearning.
- (b) Learning encompasses such elements as courage, dignity and endeavor.
- (c) An effective teacher recognizes the value of empathy.
- (d) Encourage good learners, discourage indifferent ones.

Q9. Conceptual space with words can be created by

- (a) Assigned reading and lecturing.
- (b) Speed reading and written comprehension.
- (c) Gentle persuasion and deliberate action.
- (d) creative extrapolation and illustrations.

Q10. An emotionally honest learning space can only be created by:

- (a) A teacher committed to join the community.
- (b) A teacher who is not afraid of confronting feelings.
- (c) A teacher who takes care not to undermine the learning process.
- (d) A teacher who worships critical silence.

II. Identify the part which has an error/ no error in the following sentences. (10 Marks)

1. Milk is/ sold here/ in bulk. / No error
A B C D
2. Multiple crisis/ seems to /have ruffled/ them up. / No error.
A B C D E
3. Waiting for five hours/ for the interview /was a big waste. / No error.
A B C D
4. The Principal/ as well as the /boys are standing/ in the field. / No error.
A B C D E
5. He was /considered/ as a great poet/. No error.
A B C D
6. The director was/ pleased that the students /do not violate the/ institution rules. / No error
A B C D E
7. The seminar started /when I reached the /seminar room. / No error.
A B C D
8. Neither of / them are smart"/, said the teacher. / No error.
A B C D
9. He being a European, / could understand the/ native culture better. / No Error.
A B C D
10. Despite his /hard work, he/ was not promoted. / No Error
A B C D

III. Read the following speech (Convocation Address by the Chief Guest Anil Dattatraya Sahasrabudhe in MAHE, Manipal, May 2016) carefully and write a response (your impressions) of about 150-200 words. (10 Marks)

My dear young graduates,

At the outset, I would like to congratulate all those receiving their degrees on this momentous occasion, from this great institution. Today marks an important day in your lives and a significant milestone in your life's journey. Entering into this institution facing intense competition, you pursued your academic work with great dedication. By your hard work and by dedication to maintain high standards, you earned your degrees and awards. It is a moment of pride for you as much as it is for your teachers, parents and all those who had contributed in shaping your life so far.

Friends, there has been rapid expansion in the number of colleges and universities in India during the last two decades. Today we have more than 40000 colleges, both private and government and 780 plus universities of which 45 are medical universities and 90 technical universities. While this number has certainly helped in creating access to higher education and also equity to a great extent, with a GER of more than 24.3% (34.2 million students), the quality of education is much below our expectation in most universities with few exceptions. The quality level of education has unfortunately not seen the degree of growth it should have. The industry bodies such as NASSCOM, CII and FICCI keep lamenting about employability of graduates. This has been often leading to under employment of graduates. Some of the lacunae pointed out by industry are soft skills such as effective communication, team work, discipline, ethical practice among others.

Hence it is not merely the theoretical courses but hands on practice, work experience, living together with people of different backgrounds, human values, accepting differences, critical thinking, analytical ability, appreciating different art forms, music, drama, participation in sports, NCC, NSS etc which are important for holistic development of students. Those universities who have understood this well and acted have made a difference.

Educational institutes and universities are the best places where there is equal opportunity for one and all. Universities are the crucibles where lot of churning takes place and apart from knowledge generation, better understanding of life takes place. It is in this context that Manipal university has provided you an enriching experience which will come to your rescue at times of crisis.

I would like to stress on another aspect. That of lifelong learning or learning to learn. The technology is changing rapidly. What is taught in colleges becomes outdated by the time one graduates. The interdependence of one discipline of engineering or medicine with the other is more relevant today than at any other time. Hence interdisciplinary research is gaining importance. The Physics and Philosophy, Psychology and Management, Engineering and Biology are all relevant to each other. It is often said that students are required to be trained for solving problems which are not even known today using technologies yet to be invented. One needs to catch up with any new subject or technology as it emerges, else one becomes irrelevant. Learning never stops. Hence strong foundations in basic sciences become important. Today, through MOOCs and internet, knowledge is available on your laptops and mobile devices. Make best use of this revolution. Keep learning, keep abreast with new developments. MHRD has embarked upon a mission to develop an indigenous MOOCs platform “SWAYAM” and the responsibility is given to AICTE. Large number of courses are already on the portal and many more are getting added. This will create an unique learning experience for everyone, for people of all ages and backgrounds, learning from anywhere, anytime from anyone, the best in the world. The UGC and AICTE have already brought in regulations permitting 20% of the courses being taken through MOOCs. Thus the way of learning, the way one gets knowledge are going to be transformed in a big way in coming years.

Quite often we lament that none of our universities figure in the top global rankings. We need to consistently put our efforts to challenge ourselves and create models of excellence in education so that at least 10-20 institutes appear in global top 100 institutes. We need to devise a strategy for enhancing quality in all institutes and create competition. The National Institutional Ranking Framework is a baby step in that direction. One of the parameters which world rankings look at is diversity; diversity in faculty, in students, in the programs offered, courses offered, nationalities,

cultures etc. Next comes the research outcomes and international collaborations and recognition. Most importantly we need to build strong and world-class graduate schools leading to research, masters and PhDs in a very innovative space. Last year India produced 21830 PhDs while 1,17,301 are pursuing their PhDs.

Although, these numbers have increased by leaps and bounds compared to a decade ago, there is a long way to go. I am pleased to know that Manipal University has been focusing on research work and has several programs running in the university, providing incentives to students for research work. We also need to concentrate on the faculty development programs. They need to be trained right from the time of their induction and during their service. We need to empower them, provide support and change their mindset, work ethics and culture. The attitude of not accepting anything but excellence needs to be inculcated.

For challenging and empowering the student community, recently AICTE in association with I4C, MHRD and 25 ministries of the central government has launched a Smart India hackathon. Through this hackathon, digital solutions to several problems plaguing the government departments are sought so as to make the life of a common man easy. Another initiative of AICTE has been that of supporting startup culture in technical institutes so that startup ecosystem is developed in India. Only three days ago honorable President of India launched this policy.

My dear students, you are among a few fortunate persons who have had access to an educational experience at this renowned institution. This experience will reward you throughout your life. Knowledge is the supreme power. But mere accumulation of basic knowledge is of limited practical use, unless it is translated into innovations, providing economic or social value. It is transfer of knowledge for economic growth that has revolutionized this world. You all are now standing on the threshold of the real adult life. From now on no one will grade you for well or poorly done homework and evaluate your progress. You are free to go your own way, and it will be absolutely different for everyone. Some of you will continue studies on the post-graduate level and become university tutors or scientists. Others might take up a job in the industry. Some others may become entrepreneurs in their own right and create jobs. When graduation studies are over, it is time to create your own lives, and for this you have the whole world at your disposal. The main thing is to look for opportunities that you really like, and have persistence and faith.

Everyone has all the capabilities to move forward, but not everyone strives to achieve ones' goals with passion and commitment. And your task is to find your own path that will lead you to the life that you want. To succeed, the first thing you need is to be in good health and a full capacity to work. If your body and spirit is in harmony and perfect condition, you will be able to go after your dreams while having fun; you will have enough stamina for action in this world. Hard work is one of the basic pre-requisites of success. There is no substitute to hard work. It alone can take one to the pinnacle of success. It is the patience, persistence and perseverance, leading to perfection, which plays a decisive role in success. Sometimes, we come across failures in our lives. One should not worry too much because of failures, but learn lessons from the failures and not repeat the actions that led to the failures. There is no short cut in life. Please do not indulge in any type of unethical and unprofessional behaviour to achieve success.

Here I would like to quote a phrase by Swami Vivekanand:

“Take up one idea. Make that one idea your life – think of it, dream of it, live on that idea. Let the brain, muscles, nerves, and every part of your body, be full of that idea, and just leave every other idea alone. This is the way to success” If you are prepared to think big and act in time with conviction, you will be rewarded. You should hold on to your goals even if you stumble here and there, and learn your lessons. One of the hurdles which often work as a speed breaker is our mental block-to think and consider higher targets and goals to be impossible. Our beloved former Honourable President Dr. A. P. J. Kalam said I quote “All technological advancements we have today are the outcome of scientific exploration of scientists of earlier centuries. At no time, man was beaten by problems. He strives continuously to subjugate impossibility and then succeeds” All of you here today have a long journey ahead. The years and decades to come will offer you incredible opportunities to reshape the world in which you will live, whether as the head of an establishment or a group or a team or as an individual, who helps make things happen. Leaders are not just the people in charge; they are the ones, who step forward to make a difference. The world outside is not as cozy as college life. Be prepared to take a plunge with all earnestness. You have a great opportunity and responsibility. Whether Skill India, Swachha Bharat, Make In India, Digital India, Smart Cities, or Start up India, you have an opportunity and a role to play. The young men and women graduating today are privileged to be part of this historic journey of India to emerge as a world power. The youth will be shaping the future of India and the world. I urge upon you to be the catalyst for change and I am confident that each one of you has the capability to contribute towards the country’s growth. The opportunities before each and everyone graduating and their alma mater are unprecedented and you have to utilize this opportunity to the fullest extent. I once again congratulate all of you and wish you all the best and remind you that the India story has to be scripted by you. Thank you. Jai Hind.

IV. Answer any TWO of the following questions in 250-300 words. (2x5= 10 Marks)

1. How does the author bring out the difference between interests and positions in the text “Conflict with Others”
2. Would you agree that wearing a uniform can bring about social and economic equality? Substantiate your views with examples and reference from the text “Dress in Communication”
3. Mention and explain the Conflict management styles with reference to the text “Conflict with others”

V. Write an argumentative essay (on ANY ONE of the following) in about 300 to 350 words. (10 Marks)

1. The role of communications in social networks plays a major role for modern education. Do you agree with this statement? Explain with the relevant examples.
2. Is current academic grading helpful in performance? Write about your views and explain with examples.
3. Do You Think Life Exists — or Has Ever Existed — Somewhere Besides Earth? Substantiate your views with examples.
