

Communication Skills for Information Professionals (9215)

Level: BS-LIS

Assignment No. 1 (Units: 1-5)

Q1. What is non-verbal communication? Why is non-verbal communication important in professional life? (20)

Non-verbal communication refers to the transmission of messages or information without using words. It includes body language, facial expressions, gestures, eye contact, posture, tone of voice, and other visual cues. Non-verbal communication is essential in professional life as it helps in building relationships, conveying emotions, reinforcing verbal messages, and ensuring effective workplace interactions. For example, maintaining eye contact during a business meeting can indicate confidence and engagement, while poor posture may suggest disinterest.

Q2. Do you think that written English skills are important at the workplace? Discuss key factors that support

improving written communication among university students. (20)

Yes, written English skills are crucial in the workplace because they ensure clear and effective communication. Good writing skills help professionals convey ideas, instructions, reports, and proposals efficiently. Key factors that support improving written communication among university students include:

Regular Practice: Writing emails, reports, and essays enhances proficiency.

Grammar and Vocabulary Development: A strong command of grammar and vocabulary improves clarity.

Feedback and Editing: Reviewing and revising written content helps refine writing.

Reading Quality Materials: Exposure to well-written articles and books improves writing style.

Q3. Speaking effectively is a lifelong skill. How can a BS(LIS) student improve English speaking skills? (20)

A BS(LIS) student can improve English speaking skills through the following methods:

Practice Speaking Regularly: Engaging in daily conversations in English.

Listening to English Media: Watching English news, movies, and podcasts.

Joining Public Speaking Clubs: Participating in Toastmasters or debate clubs.

Using Language Learning Apps: Utilizing tools like Duolingo or Babbel.

Reading Aloud and Recording Speech: Practicing pronunciation and fluency.

Q4. What is non-verbal communication? Why is non-verbal communication important in professional life? Discuss with examples. (20)

Non-verbal communication is the use of body language, gestures, facial expressions, tone of voice, and other non-

verbal cues to convey messages. In professional life, non-verbal communication is essential because it:

Enhances understanding in meetings and presentations.

Conveys emotions effectively, such as enthusiasm or frustration.

Builds trust and rapport through positive body language.

Reinforces verbal communication, making messages clearer.

For example, a firm handshake can indicate confidence, while crossed arms might suggest defensiveness.

Q5. Write notes on each of the following: (20)

Tips to improve listening skills

Maintain eye contact with the speaker.

Avoid distractions and focus on the message.

Use active listening techniques like nodding and summarizing.

Ask clarifying questions to ensure understanding.

Avoid interrupting and allow the speaker to finish.

Role of sense-making in conducting reference interviews

Sense-making helps librarians understand users' needs effectively. It involves:

Asking open-ended questions to clarify user queries.

Interpreting user needs based on context.

Providing relevant and accurate resources.

Encouraging dialogue to refine search strategies.

Assignment No. 2 (Units: 6-9)

Q1. Why is planning important to develop a good presentation? What key considerations should be kept in mind while preparing a presentation? (20)

Planning is essential for a good presentation because it ensures a structured, engaging, and effective delivery. Key considerations include:

Understanding the Audience: Tailoring content to audience needs.

Organizing Content: Structuring information logically with an introduction, body, and conclusion.

Using Visual Aids: Enhancing engagement with slides, images, and charts.

Practicing Delivery: Rehearsing to improve confidence and fluency.

Time Management: Ensuring the presentation fits within the allotted time.

Q2. Define and explain a focus group. How is a focus group conducted? What are the challenges in conducting a successful focus group in English? (20)

A focus group is a research method where a small group of people discuss a particular topic under a moderator's guidance.

Conducting a Focus Group:

Define objectives.

Select participants.

Prepare questions.

Facilitate discussion.

Analyze responses.

Challenges in English:

Participants' varying proficiency levels.

Difficulty in maintaining engagement.

Potential misinterpretation of questions.

Q3. Define and explain an interview. Discuss different dimensions of an interview. What are key barriers to conducting a good interview in English? (20)

An interview is a structured conversation where one person asks questions to gather information from another.

Dimensions of an Interview:

Structured vs. Unstructured: Predefined questions vs. open-ended discussions.

Formal vs. Informal: Professional setting vs. casual dialogue.

Behavioral vs. Technical: Personality assessment vs. technical skill evaluation.

Barriers to Good Interviews in English:

Language fluency issues.

Nervousness affecting articulation.

Cultural misunderstandings.

Q4. Why is working in groups important in a university environment? How does group work support improving a librarian's work performance? (20)

Working in groups in a university environment is important as it:

Enhances collaboration and teamwork skills.

Promotes diverse perspectives and creativity.

Improves problem-solving through collective input.

Develops leadership and communication skills. For librarians, group work helps in:

Sharing knowledge and expertise.

Managing workload efficiently.

Enhancing service delivery through collaborative efforts.

Q5. Write short notes on each of the following: (20)

Importance of planning a training program

Ensures structured learning experiences.

Aligns objectives with organizational needs.

Enhances engagement and retention of knowledge.

Micro counseling and micro training

Micro Counseling: Brief, focused sessions addressing specific issues.

Micro Training: Short, targeted training to develop specific skills.