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# PRESIDENCY UNIVERSITY

## BENGALURU

### Mid - Term Examinations – October 2025

**Date:** 31-10-2025

**Time:** 11:00am – 12:30pm

<b>School:</b> SOIS/SOCSE/SOE	<b>Program:</b> MCA/M Tech	
<b>Course Code:</b> ENG5001	<b>Course Name:</b> English for Employability	
<b>Semester:</b> I	<b>Max Marks:</b> 50	<b>Weightage:</b> 25%

<b>CO – Levels</b>	<b>CO1</b>	<b>CO2</b>	<b>CO3</b>	<b>CO4</b>	<b>CO5</b>
<b>Marks</b>	<b>26</b>	<b>24</b>			

#### Instructions:

- (i) *Read all questions carefully and answer accordingly.*
- (ii) *Do not write anything on the question paper other than roll number.*

#### Part A

**Answer ALL the Questions. Each question carries 2marks.**

**5Q x 2M=10M**

<b>1</b>	Discuss the relationship between listening and loneliness.	<b>2 Marks</b>	<b>L1</b>	<b>CO1</b>
<b>2</b>	Are bad listeners are bad people? Discuss.	<b>2 Marks</b>	<b>L1</b>	<b>CO1</b>
<b>3</b>	Research shows there is an inverse relationship between amygdala activity and activity in areas of the brain involved in careful listening. Discuss.	<b>2 Marks</b>	<b>L1</b>	<b>CO1</b>
<b>4</b>	What does 'Knowledge of Language and Discourse' include in the context of speaking skills?	<b>2 Marks</b>	<b>L1</b>	<b>CO2</b>
<b>5</b>	What are some communication strategies used to overcome limitations in language knowledge?	<b>2 Marks</b>	<b>L1</b>	<b>CO2</b>

#### Part B

**Answer the Questions.**

**Total Marks 40M**

<b>6.</b>	Explain why the author, Kate Murphy considers listening an essential human skill beyond professional communication in the chapter, "The Lost Art of Listening." (700-800 words)	<b>10 Marks</b>	<b>L2</b>	<b>CO1</b>
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**Or**

<b>7.</b>	Elaborate on the contrast between how people listened in the past and how they communicate today as discussed in the chapter, "The Lost Art of Listening" by Kate Murphy. (700-800 words)	<b>10 Marks</b>	<b>L2</b>	<b>CO1</b>
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<b>8.</b>	Examine how listening to opposing viewpoints contributes to personal growth, creativity, and better decision-making as discussed in the chapter, "Listening to Opposing Views." (700-800 words)	<b>10 Marks</b>	<b>L3</b>	<b>CO1</b>
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**Or**

<b>9.</b>	Demonstrate on how mindful and reflective listening shapes understanding, trust, and human connection according to Kate Murphy in the book, <i>You are not Listening</i> . (700-800 words)	<b>10 Marks</b>	<b>L3</b>	<b>CO1</b>
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<b>10.</b>	Discuss the significance of communication strategies (Components of second language speaking competence) in enhancing second language speaking competence, with appropriate illustrations and a supporting diagram. (700-800 words)	<b>10 Marks</b>	<b>L2</b>	<b>CO2</b>
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**Or**

<b>11.</b>	Elaborate on the significance of integrating reflection and feedback in the final stages of the Teaching-Speaking Cycle. Support your explanation with reference to the model's illustration. (700-800 words)	<b>10 Marks</b>	<b>L2</b>	<b>CO2</b>
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<b>12.</b>	Write a dialogue between an HR Manager and an Employee discussing the employee's annual performance review. The conversation should reflect constructive feedback, appreciation, areas of improvement, and career goals. Use at least 12 of the words/phrases from the list below. Write a minimum of 10 exchanges.  Word Bank:  evaluation, performance, strengths, improvement, feedback, objective, promotion, concern, deadline, skill, achievement, progress, responsibility, decision, clarification, summary, appreciation,	<b>10 Marks</b>	<b>L3</b>	<b>CO2</b>
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	development, goal, follow-up			
<b>Or</b>				
<b>13.</b>	<p>Create a dialogue between an Operations Head and a Team Supervisor addressing a client complaint and planning corrective action. Ensure the dialogue reflects urgency, professionalism, and decision-making. Use at least 12 of the words/phrases from the word bank below. Write a minimum of 10 exchanges.</p> <p>Word Bank:</p> <p>issue, escalation, concern, resolution, priority, feedback, communication, deadline, clarification, follow-up, responsibility, suggestion, action plan, resources, approval, summary, progress, meeting, objective, decision</p>	<b>10 Marks</b>	<b>L3</b>	<b>CO2</b>