



The Open University of Sri Lanka
Department of Physics
Bachelor of Science Degree Programme-2025/2026
Communication Skills - FNU3201-Level 3
Final Examination

Date: 28.11.2025

Time: 9.30 a.m.-11.30 a.m.

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Instructions to Candidates

- (1) This paper consists of five (5) questions and the candidates are instructed to write answers to all the questions.
- (2) Your hand writing must be legible.
- (3) You must write your index number in the box provided.
- (4) Write all answers in the paper itself.

Question No	Marks
(1)	<u>20</u>
(2)	<u>20</u>
(3)	<u>20</u>
(4)	<u>20</u>
(5)	<u>20</u>
Total	<u>100</u>

01. Reading Passage answer the questions given below. (20 Marks)*Workplace Teamwork: The Engine of Professional Success*

In modern organizations, teamwork is no longer a choice but a necessity. Projects today demand a wide range of skills, perspectives, and knowledge that rarely exist within a single individual. Effective teams combine technical expertise with interpersonal skills, creating an environment where members learn from one another and produce better results.

Strong teamwork begins with clear communication. When goals, roles, and expectations are shared openly, misunderstandings are reduced and tasks are completed efficiently. A good team also values diversity—differences in background, thinking style, and experience often lead to innovative solutions. However, collaboration can fail when members compete for recognition or avoid responsibility. In such cases, a capable leader plays a crucial role in restoring balance by encouraging participation and ensuring that credit is shared fairly.

Another essential feature of productive teams is problem-solving. When challenges arise, teams that analyze issues collectively and make evidence-based decisions tend to perform better. Constructive feedback and mutual respect sustain motivation even during pressure. In short, teamwork is the invisible engine that drives organizational growth and personal development alike.

Answer the following questions.

Underline the correct answer (6 × 2 = 12 marks)

1. What is the main idea of the passage?

- A. Leadership is more important than teamwork.
- B. Communication problems cannot be solved easily.
- C. Diversity always causes conflict.
- D. Teamwork is essential for success in modern workplaces.

2. According to the passage, why is teamwork necessary in organizations?

- A. Because individuals dislike working alone.
- B. Because projects require varied skills and knowledge.
- C. Because it reduces the cost of hiring experts.
- D. Because leaders prefer larger groups.

3. What happens when goals and roles are shared clearly?

- A. Conflicts increase.
- B. Tasks slow down.
- C. Misunderstandings are reduced.
- D. Employees compete more.

4. How does diversity help a team?

- A. It reduces innovation.
- B. It makes teamwork difficult
- C. It leads to more innovative solutions..
- D. It delays decisions.

5. What is the leader's main responsibility when teamwork weakens?

- A. To take full credit for success.
- B. To restore participation and fairness.
- C. To assign blame.
- D. To dismiss unproductive members.

6. According to the passage, teams perform best when they ...

- A. Make decisions collectively based on evidence
- B. Avoid giving feedback.
- C. Depend only on the leader.
- D. Ignore pressure and deadlines.

Write Short-Answers for the following questions (4 × 2 = 8 marks)

7. List two interpersonal qualities that contribute to strong teamwork.

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8. What problem may arise if team members compete for recognition?

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9. Explain briefly how constructive feedback benefits a team.

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10. In your own words, describe what the writer means by “teamwork is the invisible engine.”

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02) Fill in the blanks with correct answers. (20 marks)

seek / effectively / allow / diplomatically / meet / is / foster / consists / regularly / depends / consider / productive / improves / collaborate / professionalism / give / offer / views / gets / improve

Effective teamwork is essential for the success of any organization. A team (1)..... of individuals with different skills who (2)..... together to achieve a common goal. Good communication and cooperation (3)..... the team to solve problems efficiently.

A team leader should always (4) the opinions of all members and ensure that everyone (5) a chance to contribute. When conflicts arise, it is important to handle them (6) and professionally. Employees who show (7)....., respect, and accountability (8)..... a positive work environment.

Meetings are an important way to share ideas, but they should be (9)..... and focused to avoid wasting time. Delegating tasks (10)..... ensures that the workload is balanced. Team members should be willing to (11) help when needed and (12)..... deadlines to maintain productivity.

Technology can also improve teamwork, as tools like project management software (13) the coordination of tasks. However, the success of any team (14).....not just on tools, but on trust and collaboration.

A successful team always (15) challenges as opportunities to learn. They (16).....regular feedback to improve performance and adapt to changes. Clear goals (17) motivation and help members stay focused.

Finally, leaders should (18)..... recognize achievements, which (19)..... morale and encourages continued effort. In conclusion, teamwork (20)..... the backbone of any productive organization.

03) Write a professional email based on the scenario below. Your email will be assessed on **content, clarity, tone, grammar, vocabulary, and structure**. Write approximately **100–120 words**.

(20 marks)

You are a project leader in a company. One of your team members has **not submitted a part of an important report on time**. Write a professional email to:

- **Remind** him to submit his work by a specific deadline.
- **Offer help** if he is facing difficulties.
- **Encourage cooperation** and maintain a polite, professional tone.

Your email should include:

- Polite greeting and opening
- Clear reference to the missing work
- Deadline reminder
- Offer of support
- Polite and professional closing

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[illegible]

04) Write a formal letter based on the situation below. Your letter will be assessed on **content, structure, format, tone, grammar, and vocabulary**. Write approximately **120–150 words**.
(20 marks)

You recently attended a **team-building workshop organized by your company**. While the workshop was generally useful, you noticed a few issues (e.g., schedule delays, lack of refreshments, or technical problems). Write a **formal letter** to the **HR Manager** of your company:

- **Thank him** for organizing the workshop.
- **Politely describe the issues** you observed.
- **Suggest improvements** for future workshops.
- **Maintain a formal and professional tone**.

Your letter should include:

- Sender's address and date
- Recipient's address
- Salutation
- Clear opening and body paragraphs
- Polite closing and signature

05) Read the passage below carefully and write a **summary** in your own words. Your summary should:

- **Be about 80–100 words**.
- **Include all main ideas**.
- **Be concise and well-organized**.
- **Avoid copying full sentences** from the passage.
- **Mention the word count** at the end.

You will be assessed on content, clarity, grammar, and vocabulary. (20 marks)

In today's workplaces, teamwork is considered essential for success. Teams are made up of individuals with different skills, strengths, and experiences who collaborate to achieve common goals. Effective communication, mutual respect, and trust are crucial for a team to function efficiently. Leaders play an important role in guiding the team, resolving conflicts, and ensuring everyone's ideas are heard. Additionally, modern technology, such as project management tools, video conferencing, and shared online documents, can support teamwork by improving coordination and monitoring progress.

A successful team encourages creativity and problem-solving, allowing members to contribute innovative ideas. Team members are expected to be accountable, reliable, and willing to help each other when challenges arise. Regular meetings, constructive feedback, and recognition of individual and group achievements also strengthen team cohesion. Overall, teamwork not only enhances productivity but also fosters a positive, cooperative, and motivating work environment where employees feel valued and supported.

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