



Communication Skills-II

Mid-Term Exam

Duration: 1 Hour

Total Marks: 30

General Instructions:

1. There are a total of six questions in this question paper.
2. All questions are compulsory and bear equal weightage, i.e 5 marks.
3. Internal choice is provided in some questions, wherein only one option is to be done.
4. In case, any student attempts both the part of a question with internal choice, only the first choice shall be considered.
5. All the answers are to be attempted on a blank sheet of paper that shall be uploaded to the Google Classroom of the respective group.
6. No late submissions will be taken into consideration.

Q1. What is communication? Explain the communication process with a supporting diagram.

Q2. Briefly state the principles that make the communication process effective. (5 points)

Q3. Write short notes on any five of the following: (25 words each)

- a. Feedback
- b. Noise
- c. Oral communication
- d. Non-verbal communication
- e. Intercultural communication
- f. Channel of communication

Q4. Differentiate between verbal and non-verbal communication.

Or

Differentiate between formal and informal communication. (5 points)

Q5. Explain any five barriers to effective communication in short.



University School of Automation and Robotics
GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY
East Delhi Campus, Surajmal Vihar
Delhi - 110092



Q6. Mr X has been an engineer in ABC Company Ltd for the past 5 years. Now, he wishes to apply for the post of Creative Associate in LMN & Co. Write a resume on his behalf.