

**All Degree Programs**

**FIRST YEAR SECOND SEMESTER EXAMINATION –September 2023**

**ESD 111 - 1 Communication Skills I**

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**Instructions to candidates:**

**Answer any two (02) questions.**

No. of pages : One (01)  
No. of questions : Four (04) Essays  
Marks allocated : 60 Marks.  
Time allocated : 01 hour.

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- 01.** If a person doesn't practice active listening, they might be vulnerable to various misunderstandings and misinterpretations.

Explain the importance of improving Listening Skills. (30 Marks)

- 02.** "Thinking Non-verbal cues play a significant role in conveying emotions, intentions, and meaning in addition to verbal communication."

If a person has a poor understanding of non-verbal cues, explain the challenges they face in their interactions in communication. (30 Marks)

- 03.** The communication process refers to a series of actions or steps taken in order to successfully communicate.

List down all elements of the communication process and briefly explain each of them using the contemporary model of communication. (30 Marks)

- 04.** Briefly explain the following effective features of the communication process.

- a. Communication is inevitable
- b. Communication is irreversible
- c. Communication is transactional.

(10 Marks x 3 = 30 Marks)