

INDIAN INSTITUTE OF TECHNOLOGY KHARAGPUR
Mid-Autumn Semester, 2018-19

Date of Examination: Session (FN/AN) Duration **2 hrs** Full Marks: **30**

Subject No.: **HS30036** Subject: **INTERCULTURAL COMMUNICATION**

Department: **Humanities & Social Sciences**

Answer any five questions. All questions carry equal mark.

- ✓ 1. What are the major barriers of communication? How can a person overcome these barriers? Write two of your experiences, where you had the communication barriers. How was this resolved?
 - ✗ 2. What do you understand by acculturation, ethnocentrism and mindset? Describe with suitable examples. Discuss how one can develop intercultural intelligence.
 - ✓ 3. What are the main areas in which Eastern culture differ substantially from Western culture in its communication behaviour? What are the three main dimensions for understanding the culture of any country? Discuss.
 - ✓ 4. What is the importance of listening in communication? Write different types of listening. How can the listening skills be developed?
 - ✓ 5. What do you understand by communication style? Discuss the three main communication styles. What are the strengths and weaknesses of these styles? Discuss.
 6. Write short note on any **two** of the following:
 - (a) Rhetorical sophistication
 - (b) Conciliation
 - ✓ (c) Basic communication model
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