

INDIAN INSTITUTE OF TECHNOLOGY KHARAGPUR
Department of Humanities & Social Sciences

Date:

Time: **Two hours**

Full Marks: **30**

No. of Students: **90**

Mid-Autumn Semester, 2016-17

Sub. No.: **HS30036**

B.Tech (2nd, 3rd & final year)

Sub Name: **Intercultural Communication**

Answer any **five** questions. All questions carry equal mark.

- ✓ 1. What is communication? Identify the basic characteristics of communication. Who is the best communicator you know? Why is this person effective? Discuss.
 - ✓ 2. What are the major communication roadblocks? What measures should be adopted to overcome communication barriers?
 - ✓ 3. What do you understand by communication styles? Which style is the best in a particular situation? Describe a situation and justify the style that you consider the best.
 - ✓ 4. What is intrapersonal communication? Is intrapersonal communication the foundation of any effective interpersonal communication? Discuss.
 5. Describe the nature of intercultural communication. How relevant is ethnocentrism in intercultural communication? How can one develop the intercultural intelligence? Discuss.
 6. Write short note on any **two** of the following:
 - ✓ (a) Feedback in communication process
 - ✓ (b) Strengths of reflective communication style
 - (c) Self-esteem
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