RAJARATA UNIVERSITY OF SRI LANKA
FACULTY OF APPLIED SCIENCES

B.Sc. (General) Degree in Information and Communication Technology
Second Year- Semester II Examination - April/May 2015

ICT 2209 – COMMUNICATION SKILLS

Time Allowed: 2 hours.

INSTRUCTIONS TO CANDIDATES

- This paper contains four (04) questions on three (03) pages. Answer **All** Questions.

- This examination accounts for 60% of the course assessment. The total maximum mark attainable is 100. The marks assigned for each question and section, thereof are indicated in square brackets.

- This is a closed book examination.

- Mobile phones or any other communication devices are not permitted

- Clearly state the assumptions you make. If you have any doubts regarding the interpretation of the wording of a question, make your own decision, but clearly state it on the script.

3

1 (a) Explain the process of communication using a simple diagram.

[5 marks]

(b) What is the importance of "Feedback" in communication?

[2 marks]

(c) Why the "Context" is important when communicating.

[2 marks]

Briefly explain the different levels of communication.

[4 marks]

(d) List the common hindrances (difficulties/problems) which affect the "effectiveness" of communication.

[5 marks]

(e) "Emails are more effective compared to telephone conversations. Telephone conversations are more effective than face to face discussions."

Do you agree with the above statement? Explain your answer.

[7 marks]

2 (a) "Who is the audience?" is one of the key factors you should consider while preparing for a presentation. What are the other factors that should be considered at the preparation stage?

[3 marks]

(b) What are the ways of getting attention of the audience at the beginning of a presentation?

[5 marks]

(c) "Stage fright (fear) can be used constructively." Is this true? Explain your answer.

[5 marks]

(d) Prepare a general guideline a presenter should follow while presenting.

[5 marks]

(e) Assume that you have been assigned to do a 30 minutes presentation to your junior batch on "Communication skills". Prepare a very simple short note that you can use during your presentation.

[7 marks]

3 (a) What is a meeting? Define using your own words.

[3 marks]

(b) When preparing a meeting, what are the aspects the meeting leader should consider?

[5 marks]

(c) What are the responsibilities of a leader of the meeting while a meeting is being held?

[5 marks]

(d) All members are invited to a meeting for a reason. But there are some participants who are silent all the times. What are the things that you can do in order to get the input from those participants?

[5 marks]

(e) Name 3 types of disruptive participants (other than silent participants) in a meeting.

[3 marks]

(f) Name 4 disruptive behaviors which affect the "eff :tiveness" of a meeting.

[4 marks]

4 (a) Name two situations where you should **not** use emails for communication.

[2 marks]

(b) Below email is a good example for a "Bad email". Rewrite it considering the best practices of writing an email. Also suggest a proper subject for this email.

Jon,

Hey, I was just thinking about the meeting we had about the new workshop you were planning for next week about resume-writing. I think that we may have forgotten to include all of the students who might benefit from this workshop. There are several groups of students at the School of Public Health that were not on your list. Of course you may have added them to you list since our last meeting. Sara from the School of Public Health contacted me to ask if the students from the Epidemiology program were on our list of included students. She also wanted a list of all of the included departments from the School of Public Health. Can you send me a list of all of the included student groups? I can then send the relevant information on to Sara because she needs this information by tomorrow.

Thanks,
Rachell

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15 marks]

(c) What are the things you should include in your Curriculum Vitae (CV)?

[4 marks]

(d) What is the information you should include in a covering letter, when applying for a vacancy?

[4 marks]