



**RAJARATA UNIVERSITY OF SRI LANKA
FACULTY OF APPLIED SCIENCES**

**B.Sc. (General) Degree in Information and Communication Technology
Second Year - Semester II Examination – September/ October 2020**

ICT 2209 – COMMUNICATION SKILLS

Time: Two (02) hours

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- Answer ALL questions.
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1. a) "Communication is the art of transmitting knowledge, ideas, information and thoughts from one person to another by writing, speech or visual means." Sketch the Communication Process. (04 marks)
- b) What is the difference between One-way communication and Two-way communication processes? (06 marks)
- c) Discuss five (05) major barriers of communication by providing examples. (15 marks)

2. a) What do you mean by Communication Skills? Define. (03 marks)
- b) "Good Communication Skills are essential for job performance, job placement, career advancements and success in the new world of work." List seven (07) Communication Skills. (07 marks)
- c) "Communication Skills enable employees to perform well in the workplace." Explain using five (05) examples. (15 marks)

3. a) What are the major categories you can discuss under forms of communications? Draw the hierarchy. (04 marks)
- b) "Verbal Communication can be divided into two parts." Briefly describe those two (02) parts. (06 marks)
- c) "Nonverbal Communication is the transfer of meaningful information from one person to another by means other than written or spoken words." Describe at least three (03) advantages and three (03) disadvantages of Nonverbal Communication. (15 marks)
4. a) Name three (03) great public speakers in the world. (03 marks)
- b) Assume you have to do a public speech on "How the higher education should change in Sri Lanka to address the modern demands". Outline your public speech. (07 marks)
- c) Tara was really nervous before her first speech in her class, but she felt convinced about the content. That conviction finally helped her to dispel her nervousness before the speech. Explain five (05) Dos and five (05) Don'ts that Tara should be concerned on in her public speech. (15 marks)

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