

Time allowed: 3 Hrs

Max Marks: 60 Resp

All questions are compulsory

PART A (2×10)

Q. 1. Short-Answer Questions:

All Cos

- Write a note on importance of studying Communication Skills.
- What is non-verbal communication?
- What is indirect speech
- What is Email?
- What is grapevine communication?
- Write two barriers of effective communication.
- What is posture?
- What is program counter?
- What is active listening?
- Why is feedback important?

PART B (8×5)

Q. 2. What is the importance of communication in present business scenario?

CO1

OR

Write a Job Application Letter along with Resume for the post of a Software Engineer having experience of 3-4 years with imaginary requisite qualification for the post.

CO1

Q. 3. What do you understand by body language? Discuss the role of body language and audio-visual aids in effective communication.

CO2

OR

Do as Directed :

CO2

- Only a rich man can afford such expensive clothes. (Change into negative sentence) (1)
- I am certain of giving you the desired results. (Change into complex sentence) (1)
- She said, "After the tutorials, I had to rush for my home." (Change the narration) (1)
- "Please, please don't do anything foolish" said the mother. (Change the narration) (1)
- One who offers his service of his own free will. (One word substitution) (1)
- A person who easily believes what is told to him. (one word substitution) (1)
- Rebel, increase. (Use each word both as noun and verb) (2)

Q. 4. Explain the importance of reading and writing skills and how writing skills can be improved through understanding and practicing.

CO3

OR

Discuss different strategies of reading

CO3

Q. 5. What is the importance of listening skills? Discuss important barriers to listening.

CO4

OR

Write a detailed note on essentials of effective speaking.

CO4

Q. 6. What are the important elements of business writing?

CO1

OR

Write notes on following:

CO2

a) Telephone Etiquettes

b) Group Discussion