

Communication Skills

Duration: 3 Hours

Max. Marks: 60

- Instructions:
1. All questions are compulsory.
 2. Figures to the right indicate maximum marks.
 3. Start each question on a fresh page.

QI Answer any 5 of the below questions:

- 8 marks each

1. Describe the process of communication using a diagram.
2. What are the factors to keep in mind when preparing the Introduction, Main body and the conclusion of the Speech to be used in a presentation. List it down and explain.
3. How must one plan their letter before beginning to write it?
4. Prior to the day of the interview, how must an interviewee prepare herself/ himself for a job interview?
5. Elaborate on Clothing, Appearance and Proximity as 3 methods of Non-verbal communication.
6. What are the 5 styles of effective listening and how are they to be used?
7. What are the components included in the writing of a formal report. Elaborate.
8. What kind of behavior should the interviewee present before the interviewers?

QII Short notes on any 3 of the following:

- 5 marks each

- a) Answering Common or difficult questions during a Job Interview
- b) Steps to be taken in preparation of a Speech or a Presentation
- c) Difficulties in Oral Communication
- d) 4 hand or body gestures and their interpretation

QIII Answer any 1 of the following:

- 5 marks each

- a) As a Bank Manager, write a letter of appreciation to an employee who has been made the employee of the month for the last 3 months consistently.
- b) A customer has complained to your Insurance Agency about the problems he is facing with the reimbursement of insurance offered by your agency. He has also complained twice before about the lack of awareness among the Hospitals on the Insurance procedures and thus unnecessary delay in admitting patients at the hospital but the matter has not been resolved. As the Branch Manager of the responsible insurance agency, write an apology letter to the customer addressing his issues.