

2024

(June)

**Communication Skills**

Full Marks : 70

Time : 3 hours

*The figures in the margin indicate full marks*

*for the questions*

Answer all questions

1. Define communication by emphasizing on its importance. Describe about various communication processes. (2+5)+8=15

2. How does language become a barrier to communication? What are the cultural barriers to communication? Mention five ways to overcome language barriers in communication. 5+5+5=15

3. Write short notes on: 5x6=30

- a) Group discussion.
- b) Active listening.
- c) Elements of communication.
- d) Challenges in use of technology.
- e) Communication Style Matrix.
- f) Written Communication.

(Turn Over)

( 2 )

4. Write True or False:

1x5=5

- a) Feedback is essential to make successful communication.
- b) We should speak randomly without a plan and structure in a group discussion.
- c) Communication is about building relationship by conveying messages.
- d) People with spirited communication style are very interested in the big picture.
- e) Non-verbal signs are not part of active listening.

5. Fill in the blanks:

1x5=5

- a) Use of body language, gesture and facial expressions to convey information is called \_\_\_\_\_.
- b) \_\_\_\_\_ is vital in cognitive processing.
- c) \_\_\_\_\_ is the process by which the receiver interprets the message and translates it into meaningful information.
- d) In a group discussion, one must communicate with \_\_\_\_\_.
- e) \_\_\_\_\_ is most crucial communication barrier.

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