

Subject: Communication Skills

Class: F.Y. Bsc. (IT)

Semester 1

2 ½ Hours

C.S.
15.2.20

[Total Marks: 75]



- N.B.: (1) All Questions are compulsory.
(2) Make suitable assumptions whenever necessary and state the assumptions made.
(3) Answers to the same questions must be written together.
(4) Numbers to the right indicate marks.
(5) Draw neat labeled diagrams wherever necessary.
(6) Use of Non-programmable calculators is allowed.

1. Attempt any three of the following:

15

- State the importance of Clarity and correctness for effective communication?
- What is meant by Feedback? What role does it play in the process of communication?
- List and explain the variables of National culture.
- What is blog? What are its distinctive features?
- Explain the stages of developing relationships through inter-personal communication?
- Discuss the advantages and disadvantages of Internet.

2. Attempt any three of the following:

15

- Discuss the different kinds of Business letter.
- What form should be adopted for a Committee Report? What points should be borne in mind whilst writing such a report?
- What are the formatting requirement to be kept in mind while creating charts and diagrams?
- State the advantages and disadvantages of electronic and video resumes.
- Elaborate on the different types of Interview questions.
- Discuss Physical and Psychological Barriers in detail.

3. Attempt any three of the following:

15

- Discuss the 'Conference' in detail.
- Discuss in detail the essentials of Group Discussion?
- What are main contents of the minutes of a Meeting.
- State and explain the activities involved in branding a project
- State the importance of communication across any one functional area.
- Elaborate on the reasons for holding Group Discussions.

4. Attempt any three of the following:

15

- What are the key factors that determine the outcome of negotiation?
- What are the different techniques to handle conflict.
- How can one overcome ethical dilemmas?
- Mention some unfair trade practices. Provide examples
- What are the major factors affecting influence and persuasion.
- How are persuasive techniques employed in advertising?

5. Attempt any three of the following:

15

- Explain the stages involved in the writing of presentation?
- Discuss the essentials of making an effective power point presentation?
- Mention the do's and don'ts of good presentation?
- Elaborate on the writing process in detail?
- It is important to use body language appropriately discuss?
- Discuss the methods of delivery used by the speaker while making a presentation.