

**TILAK MAHARASHTRA VIDYAPEETH, PUNE****B.A. – (VISHARAD) SOCIAL SCIENCES****EXAMINATION: MAY–2016****FIRST SEMESTER****Sub: Communication Skills (BAE-101)****Date: 24/05/2016****Total marks: 60****Time: 10.00 am to 12.30 pm****Instructions: 1) All questions are compulsory. 2) All questions carry equal marks.**

- Q. 1. A) Answer the following in Brief. (Any Two) (10)**
1. Define Gestures as a part of “Kinesics” in non verbal communication.
  2. Describe scope and importance of Communication process.
  3. Describe the classification of eye contact.
  4. Describe “Memo” as an example of written communication.
- B) Write Short notes. (Any Two) (10)**
1. Merits of non-verbal communication.
  2. Internal communication.
  3. The value of listening.
  4. “Touch” in Kinesics.
- Q. 2. A) Answer the following in Brief. (Any Two) (10)**
1. Differentiate effective and Ineffective feedback.
  2. Define vertical communication.
  3. Define communication cycle.
  4. Describe the importance of stationary in communication.
- B) Write Short notes.(Any Two) (10)**
1. The techniques of delivery.
  2. Written communication.
  3. Group communication.
  4. Panel interview.
- Q.3. A) Answer the following in Brief. (Any Two) (10)**
1. Mention verbal barriers.
  2. Describe “Conciseness” as a part of Brevity in communication.
  3. Define dictations.
  4. Describe “Control on Breath” in communication.
- B) Write Short notes.(Any Two) (10)**
1. The seven c’s of oral communication.
  2. Clarity of expressions.
  3. Self introduction in “Communication”.
  4. Demerits of non-verbal communication.