

**POST GRADUATE CERTIFICATE IN
INFORMATION AND ASSISTIVE
TECHNOLOGIES FOR INSTRUCTORS OF
VISUALLY IMPAIRED (PGCIATIVI)**

Term-End Examination

00573 December, 2014

MVEI-014 : COMMUNICATION SKILLS

Time : 2 hours

Maximum Weightage : 35%

Note : *All questions are compulsory . All questions carry equal weightage.*

1. Write short notes on any **two** of the following in about 300 words each :
- (i) Non-verbal communication
 - (ii) Features of a good conversation
 - (iii) How to organise a Portfolio
 - (iv) Characteristics of Work Ethics

2. Answer the following question in about 600 words.

You want to speak to Ajai Kohli (Manager, Networks). His secretary says he is not in office. Write a telephonic conversation between yourself and his secretary fixing a later appointment. Also say why you want to meet him. You may begin in the following manner :

Secretary : Ajai Kohli's office.

You : May _____ ?

(You may take upto 20 turns each)

3. Prepare a presentation on any **one** of the following in about 600 words :
- (i) Importance of small talk in business
 - (ii) Characteristics of a good Business Report
 - (iii) Creative job hunting
-