

00302

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

Term-End Examination

December, 2015

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 :
 - (a) Written vs Oral communication.
 - (b) How to look for a job ?
 - (c) An Effective Presentation.
 - (d) Different types of Reports.

2. Answer the following question in about **600** words :

You are the General Manager (Human Resource Development) of a company. You want to talk about effective ways of making a good presentation to your staff. You may use the following points in the body of your presentation.

 - How a good presentation can benefit your organisation ?

- How speakers should prepare before giving a presentation ?
- Qualities of a good speaker.
- Keeping the attention of the audience.
- Effective use of visual aids.

3. Answer the following question in about **600** words :

You have bought “a product” from a company which was faulty. How will you have a telephonic conversation with the General Manager stating the following points :

- Description of the item
 - You had taken it back **three** times but there was no rectification of the fault.
 - Behaviour of the employees.
 - harassment caused to you.
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