

00351

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

**Term-End Examination**

**December, 2018**

**MVEI-014 : COMMUNICATION SKILLS**

*Time : 2 hours*

*Maximum Weightage : 35%*

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

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1. Write short notes on **any four** of the following in about **150** words each :
  - (a) Features of a good conversation
  - (b) Difference between telephone and face-to-face conversation
  - (c) Creative job hunting
  - (d) Stages of a presentation
  - (e) Characteristics of a good report
  - (f) Importance of small talk in business
  
2. Answer the following question in about **600** words :

Imagine you are the office manager in your company. Your company has experienced a number of open conflicts between workers and supervisors. You have been asked by the management to write a detailed report about this. Include in your report the following points :

- (a) reasons for conflict
- (b) bad behaviour of both parties (including violence)
- (c) what the company can do to resolve/lessen the conflict
- (d) a grievance procedure that can be followed whenever there is a dispute

**OR**

You are part of a group discussion on 'Stress at the workplace'. Write out the discussion using the following points :

- (a) reasons for stress at the workplace
- (b) individual techniques to reduce stress
- (c) what the company can do to help the employees to reduce stress

3. Answer the following question in about 600 words :

You (the job seeker) and a career counsellor are in conversation with each other, where the career counsellor gives you several tips. The tips include - job search, writing your profile, how to prepare for your interview, the actual interview, etc.

Write a conversation between yourself and the career counsellor based on the above points.