

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

Term-End Examination

December, 2021

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 **four** of the following in about 150 words each :
 - (a) How to overcome anxiety before making a presentation
 - (b) The importance of body language while communicating
 - (c) Features of a good conversation
 - (d) The importance of small talk in business
 - (e) Writing an effective portfolio
 - (f) Characteristics of work ethics

2. Answer the following question in about 600 words :

You are the office manager of an export-import company where you have to interact with many foreigners. You have seen an advertisement for a short training course on “Improving English Communication Skills”. Have a dialogue with your boss where you talk about :

- Your request to join the course,
- Details of the course,
- Why you think the course would be useful to the company.

OR

You have been asked by your institution to attend a conference on “Make your company clean and green”. Write a technical trip report on the conference, giving details of your contribution to the conference.

3. Answer the following question in about 600 words.

A foreign delegation is coming to your office to assist your company for a project. You are the office manager. Make a presentation where you need to welcome them; tell them briefly about your company; tell them about the city/town, the facilities it offers and the cultural places that they can visit; finally briefly give an outline of the project. You can present in any order that you wish.