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MVEI-014

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

Term-End Examination

June, 2023

MVEI-014 : COMMUNICATION SKILLS

Time : 2 Hours

Maximum Weightage : 35%

Note : (i) *All questions are compulsory.*

(ii) *All questions carry equal weightage.*

1. Write short notes on any **four** of the following in about **150** words each :
 - (a) The difference between a formal and a personal letter
 - (b) Characteristics of a good report
 - (c) Wh-questions and Yes-No questions
 - (d) Necessity of a portfolio
 - (e) Non-verbal communication
 - (f) Features of a conversation

P. T. O.

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

Imagine that the Director of your company has asked you to look into the health and safety provisions in the company's offices and to make recommendations for improvement, especially during the COVID times. Draft a report for your Director in about **600** words.

Or

You have been sent on a training course on communication skills for better salesmanship.

Prepare a presentation for your colleagues informing them about the highlights of the course, what you gained from it and how it will impact your professional development.

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

We all have to face interviews at some point or other in our lives. What do we write in our self-profile ? How do we prepare for an interview ? What are the items we take with us for the interview and when and how do we present them during the interview ?