

B.A. FMP/FD SEMESTER II

Term-End Examination

December, 2011

BFD-010 : COMMUNICATION SKILLS

Time : 3 hours

Maximum Marks : 100

Note : *All questions are compulsory.*

1. Define effective communication. Discuss in detail different types of communication. 5+10=15

2. Explain the following (*any four*) with examples : 20
 - (a) Difficulties in non-verbal communication.
 - (b) Gestures
 - (c) rhythm
 - (d) Future of telecommunication.
 - (e) Functions of non-verbal communication.

3. Distinguish between (*any three*) : 15
 - (a) Interpersonal communication and Intrapersonal communication.
 - (b) Written communication and Oral communication.
 - (c) Listening and Hearing.
 - (d) Formal and Informal communication.

4. What are the four important barriers to good communication? Explain with relevant examples. 20
5. What is rapport formation? What steps do you take to establish a rapport with the other individual? 5+5=10
6. What is non-verbal communication? What are the factors affecting non-verbal communication? 10
7. Put a *tick/choose* the right answer : 5x2=10
- (a) The person who attaches meaning to a message is called _____.
- (i) sender (ii) encoding
(iii) transmitter (iv) receiver
- (b) _____ is an automatic psychological process of receiving aural stimuli.
- (i) Listening
(ii) Hearing
(iii) Speaking
(iv) None of the above
- (c) If manager asks his assistant to compile a report on the overall performance of the department, which form of communication it will be -
- (i) upward communication
(ii) Intrapersonal communication
(iii) lateral communication
(iv) Non-verbal communication

- (d) Words that have more than one meaning are called -
- (i) Equivocal terms
 - (ii) Jargon
 - (iii) trigger words
 - (iv) biased language
- (e) Which one of the following is an important tip to become a better listener -
- (i) Don't jump to conclusions.
 - (ii) keep a closed mind.
 - (iii) talk while listening.
 - (iv) don't try to give feedback.
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