

**M.Sc. FOOTWEAR TECHNOLOGY  
(MSCFWT)**

**Term-End Examination**

**December, 2017**

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**MFW-032 : COMMUNICATION SKILLS – II**

*Time : 3 hours*

*Maximum Marks : 70*

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**Note :** Attempt any **seven** questions. All questions carry equal marks.

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1. Differentiate between formal and informal business communication with the help of suitable examples. 10
2. What are the different steps of making an effective presentation ? 10
3. Describe the different elements of paralinguistic communication with suitable examples. 10
4. What do you understand by Body Language ? Suggest ways to improve your body language. 10

5. What is Conflict ? What is the importance of conflict ? How will you deal with conflict within your organisation ? 10
  
  6. Describe the importance of 'Listening' as a communication skill. 10
  
  7. What do you understand by Public Speaking ? Mention the main features of public speaking in detail. 10
  
  8. Have you ever experienced fear while speaking ? Explain in brief, the fear and burden of shyness in communication, with suitable examples. 10
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