

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

**Term-End Examination**

**June, 2016**

**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 two of the following in about 300 words each :
  - (a) Importance of small talk in business communication
  - (b) An effective Curriculum Vitae
  - (c) Characteristics of a good report
  - (d) Effective Participation in a discussion

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

Plan a complete presentation with introduction, body and conclusion - which must also include one visual. You may choose **one** of the topics :

- (a) The structure of your organisation, outlining the role of each employee
- (b) Overcoming job stress
- (c) Work ethics
- (d) Effective body language

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

A recent survey shows that not enough is being done for the visually impaired. Write a report giving your views on this issue and the steps government and non-government organisations should take to help the visually impaired people.

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