

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

Term-End Examination

June, 2022

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) Difference between Written and Oral Communication
 - (b) Features of a Good Conversation
 - (c) Difference between a Portfolio and a Resume
 - (d) Email Etiquette
 - (e) Characteristics of a Report
 - (f) Role of a Career Counsellor

2. Your sister, who lives in another city, is going for her first interview and has asked you to give her some important tips.

Write a detailed email to her in about 600 words where you tell her the following :

- How to prepare for an interview ?
- What to do when facing an interview ?
- What steps to take after an interview ?

OR

You are unhappy in your job and want to quit. You feel unappreciated and blame it on office politics. Your colleague, who is your well-wisher, explains why you need to stay on. She makes it clear that the job market is down and it would be foolish to quit. She advises you to control your ego and be more accommodating. She also advises you to talk to the boss. Write a dialogue in about 600 words discussing all these issues with your colleague.

3. Answer the following question in about 600 words.

You are the office manager and have been asked by the owner of your organisation to make a presentation on 'Good Practices at the Workplace'. Include all aspects of a presentation, including a powerful beginning, body and an effective conclusion.