

B.A FMP/FD SEMESTER II

Term-End Examination

June, 2011

BFD-010 : COMMUNICATION SKILLS

Time : 3 hours

Maximum Marks : 100

Note : All questions are compulsory.

1. Describe the basic differentiation between non - verbal and verbal communication ? What are the different types of non - verbal communication. Discuss any two in detail ? **5+5+5=15**

2. Explain the following (*any three*) with examples. **5+5+5=15**
 - (a) Body language.
 - (b) Expression.
 - (c) Noise in communication.
 - (d) Internal communication.
 - (e) Eye contact.

3. Distinguish between (*any three*) **5+5+5=15**
 - (a) Formal and Informal communication.
 - (b) Visual and Verbal communication.
 - (c) Diagonal and Vertical communication.
 - (d) Electronic medium and written communication.

4. Define communication process explaining it with a diagram. What are the skills involved in Active listening. 20
5. What are the factors affecting communication skills ? Explain any one giving relevant examples. 5+5=10
6. Explain the four most important Barriers in communication and explain giving relevant examples. 10
7. Choose and write the correct answer 5x3=15
- (a) Which of the following counts as oral communication.
- (i) A notice pinned to a notice - board.
 - (ii) A text message.
 - (iii) A call on a mobile.
 - (iv) An E - mail.
- (b) Which of the following counts as a positive body language signal.
- (i) Yawning.
 - (ii) Refusal to make eye contact.
 - (iii) Telling one's partner.
 - (iv) Writing a thank - you letter.

- (c) Your boss says to you "could you make sure that the report is on my desk by Monday, please ?" This is an example of -
- (i) a request
 - (ii) a direct order
 - (iii) a question
 - (iv) a suggestion
- (d) Write the Antonyms of Happy.
- (i) Sad
 - (ii) Mirth
 - (iii) Sorrow
 - (iv) Love.
- (e) Mark words with suffix obey.
- (i) Unobey.
 - (ii) Disobey.
 - (iii) Obedient.
 - (iv) All of the above.
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