

Seat Number: - _____

Marks :-75 Marks

Duration: : 2.5 Hours

G414NTCS

Note :-

- All Questions Are Compulsory.
- Figures to the right indicate full marks.

Q1. Write Short Notes on :- (Attempt any 4)

(20 M)

1. Explain the process of communication.
2. Discuss the various levels of communication.
3. Write the classification of barriers.
4. Write the characteristics of Wheel network and Circle network.
5. Define non-verbal communication.
6. Gestures are observed action. Elaborate.

Q2. Write Short Notes on :- (Attempt any 4)

(20 M)

1. Discuss the 7C's of effective communication. Explain any five.
2. Write the conversation with management.
3. Discuss the process of an effective meeting.
4. What is teleconferencing? Explain its types.
5. Write the strategies to be followed for improving group performance.
6. Write the advantages of email.

Q3. Write Short Notes on :- (Attempt any 4)

(20 M)

1. What do you mean by listening? Explain its types.
2. What is visual aid? Explain its importance.
3. Write the difference between Active and Passive listening.
4. Discuss the guidelines to make effective use of visual aids.
5. Explain the different types of interview.
6. How to be prepared for job interview?

Q4. Write Short Notes on :- (Attempt any 5)

(15 M)

1. What are the key principles of ethical communication?
2. Explain business writing and its types.
3. Discuss the uses of memos.
4. Write the role of MIS in an organization.
5. Write the methods of online recruitment.
6. What things to be noted while sending a resume?

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