

End Semester/ Reappear (Semester III) Examination December, 2024

Programme: Diploma (MiE)
Course: Communication and Soft Skill
Course Code: 40D.201
Enrolment no. _____

Full Marks: 70
Time: 3 Hrs.

Section I

- 1. Short Answer type questions. Answer any four. 4 x 5 = 20**
- Explain the elements of communication process.
 - Listening is key to all effective communication. Judge.
 - Graphics can be functional or artistic. Explain.
 - Evaluate the role of intensive listening in telephonic conversations.
 - Compare reading skills and writing skills.
 - Distinguish between hearing and listening.

Section II

- Long Answer type questions. Answer any three. 3 x 10 = 30**
- Describe the communication process with the help of a diagram. What is communication cycle?
 - The form of communication that occurs without using words is understood as Non-Verbal Communication. Reframe.
 - Evaluate the role of pie charts, maps, pictographs, and bar charts in data representation.
 - Certain problems in telephonic conversations arise due to lack of body language, and eye contact. Judge.
 - A picture is worth a thousand words. Interpret in relation to graphics.

Section III

- Application based questions. Answer any one. 1 x 20 = 20**
- Explain the various barriers in the process of communication with reference to how to eliminate those barriers.
 - It is a well-known saying, "Take care of Communication and success shall take care of itself. Justify.
 - Evaluate intensive listening skills with the help of examples.
