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[Roll No.]

BTTM-703

**B.T.T.M. VIIth Semester
Examination Dec., 2023**

**COMMUNICATION SKILL AND
PERSONALITY DEVELOPMENT**

Time : 2 Hours]

[Max. Marks : 35

Note :- This paper of Thirty five (35) marks divided into two (02) Sections 'A' and 'B'. Attempt the questions contained in these Sections according to the detailed instructions given there in. Candidates should limit their answers to the questions on the given answer sheet. No additional (B) answer sheet will be issued.

Section-A

Long Answer Type Questions $2 \times 9\frac{1}{2} = 19$

Note :- Section 'A' contains Five (05) Long-answer type questions of Nine and Half ($9\frac{1}{2}$) marks each. Learners are required to answer any two (02) questions only.

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(1)

P.T.O.

1. Define verbal communication. What are different types of verbal communication ? Also, discuss the advantages of using verbal communication.
2. What is effective communication ? How can we improve upward communication in an autocratic setup ?
3. What are the difference between hearing and listening ? What is the significance of effective listening ?
4. Explain the meaning of group discussion. What are different types of group discussion. Also explain the process of group discussion.
5. What are the advantages and disadvantage of written communication ? Explain the rules for good writing.

Section–B

Short Answer Type Questions 4×4=16

Note :- Section ‘B’ contains Eight (08) Short-answer type questions of Four (04) marks each. Learners are required to answer any *four* (04) questions only.

1. What are the difference between meeting and conference ?
2. What are the the 7C’s in communication.
3. Discuss the importance of appearance and dress in an interview.

4. What are the disadvantages of non-verbal communication ?
5. Discuss the process of overcoming fears during public speaking.
6. Explain the points for writing an effective e-mail. Explain the advantages and disadvantages fo e-mail.
7. Discuss the procedure to organize a formal meeting.
8. How to become a good listener ? Explain the obstacles to effective listening.
