

K-1107

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[Roll No.

DVEOM-101

**Diploma in Voc. (Soft Skill and
E-Office Management) Ist Semester
Examination Dec., 2023**

COMMUNICATION SKILLS-ENGLISH

Time : 2 Hours]

[Max. Marks : 100

Note :- This paper is of Hundred (100) 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 2×26=52

Note :- Section 'A' contains Five (05) Long-answer type questions of Twenty Six (26) marks each. Learners are required to answer any *two* (02) questions only.

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(1)

P.T.O.

1. What does the word 'communication' mean ? Describe and elucidate its procedures.
2. What role does non-verbal communication play ? Explain.
3. How can someone strengthen his/her communication abilities ? Explain.
4. Write a short note on the following :
 - (i) Verbal and non-verbal Communication.
 - (ii) Types of Listening
 - (iii) Super Six
 - (iv) Encoding and decoding
5. Make a distinction between textual and visual correspondence.

Section–B

Short Answer Type Questions 4×12=48

Note :- Section 'B' contains Eight (08) Short-answer type questions of Twelve (12) marks each. Learners are required to answer any *four* (04) questions only.

1. The significance of proficient communication should be examined. Discuss.
2. What are the different communication levels ? Describe each.

3. What is the structure of a paragraph ? How does one go about writing a paragraph ?
4. How does horizontal communication differ from diagonal communication ?
5. Explain various barriers to effective communication.
6. Why is overcoming barriers to communication necessary for efficient communication ?
7. Describe the different kinds of proposals. Discuss the various kinds of business proposals as well ?
8. Explain the following terms :
 - (i) Diagonal Communication
 - (ii) Diction
 - (iii) Body language and noise communication processes
