

(2 Hours)

[Total Marks : 75]

- N. B. :**
- (1) Question No. 1 is compulsory.
  - (2) Answer any four of the remaining questions.
  - (3) Answers to all questions should be grouped together.
  - (4) Figures to the right indicate full marks.

1. (a) Explain the role of "Feedback" in the Communication process with suitable examples. 5
- (b) (i) What are the different kinds of distances we observe during Communication Situations ? 5
- (ii) Explain the importance of audio visual aids in oral presentation.
- (c) Identify the sender, receiver, channel medium, message and feedback in the following Communication Situations :— 5
  - (i) A supervisor writes an application for leave to the manager, who does not grant him leave.
  - (ii) Ramesh sends an application letter for the post of Junior engineer and receives a call for the interview.
  - (iii) The Vice President of an organization instructs the assistant engineer via E mail to submit his project report within a week. The assistant engineer fails to submit the report.
  - (iv) The musician plays instrumental music in an auditorium and is appreciated by a big round of applause.
  - (v) The teacher summons the student to her cabin to give him some instructions. The student replies in the affirmative and leaves the cabin.
2. (a) Write short notes on (any four) :— 8
  - (i) Any two physical barriers to communication.
  - (ii) Demerits of Grapevine Communication.
  - (iii) Encoding and Decoding.
  - (iv) Significance of silence as a means of non-verbal communication.
  - (v) Importance of Horizontal Communication.
- (b) You are the H. R. Manager and wish to purchase office furniture for your organisation. Write a letter inviting quotations to 'NORMAN FURNITURES' Mumbai and give full details of your requirements. (Use complete block form). 7
3. (a) Identify the barriers in the following situations :— 5
  - (i) Kishanlal never made mistakes in his accounts and was a very sincere worker. The Manager was puzzled when Kishanlal could not work with the new calculating machine and remained absent from work.
  - (ii) The lectures in the College had to be suspended because of the Loud music played by the Winning Political Party.
  - (iii) The Frenchman was unable to communicate with the Hindi speaking taxi driver.
  - (iv) The music concert had to be stopped due to electricity failure.
  - (v) The subordinates remained silent when the Chairman asked them to give their opinions on the new proposal.
- (b) Compare and Contrast Oral and Written Communication. 3
- (c) You are the Marketing head of "Bits and Bytes" Bangalore. You have received a letter inviting quotations for some new updated equipments for the computer laboratory. Draft a suitable reply and send the quotations. 7
4. (a) Give the diagrammatic representation of the Full block form. 3
- (b) Write a short note on objectives of communication. 3
- (c) Differentiate between caution and warning with suitable examples. 4
- (d) Write a set of instructions for 'Welding'. (atleast 5) 5

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5. (a) You are the proprietor of "Goodwill Furnitures". You have received an order of 50 office tables and chairs. But you are unable to execute the order because of shortage of workers. Draft a suitable adjustment letter in the semi block Form. 7
- (b) Explain the following terms briefly (any four) :— 8
- |                   |                     |
|-------------------|---------------------|
| (i) Kinesics      | (v) Voltmeter       |
| (ii) Paralanguage | (vi) Chiseling      |
| (iii) Netiquettes | (vii) Electrolysis. |
| (iv) You attitude |                     |
6. (a) Why is 'Listening' an important skill for effective communication. 5
- (b) State whether the following statements are true or false :— 4
- |  |  |
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| (i) Written Communication has a legal validity.                |  |
| (ii) Stage fright is a very rare phenomenon.                   |  |
| (iii) Haptics is a nonverbal type of Communication.            |  |
| (iv) Grapevine Communication is related to gossips and rumors. |  |
- (c) Write the technical description of an 'Electric Iron' with a neat labeled diagram. 6
7. Read the passage given below and answer the questions that follow :—
- To be a good teacher, you need some of the skills of a good actor. You must be able to hold the attention and interest of your audience ; you must be a clear speaker with a strong pleasant voice which you can control well. You must be able to act what you are teaching in order to convey its full meaning.
- Watch a good teacher and you will see that she does not sit motionless before the class. She stands most of the time, she walks about, she uses her arms, hands and fingers to help in explanations, and her face to express feelings. Listen carefully, and you will hear the quality, the tone and the rhythm of the voice changing according to what she is speaking about.
- Though the teacher needs and has some of the gifts of a good actor, it does not follow that the teacher can necessarily perform well on the stage. There are some important differences between the teacher's work and the actor's work. The actor has to speak words which he has learnt by heart, and repeat exactly the same words every time he plays that part. Even his movements and actions and expressions are fixed. What he has to do is to make these previously learnt words and actions appear natural on stage.
- A good teacher works quite differently. Her audience has to take an active part in the play ; they ask and answer questions ; if they do not understand something they ask for explanation. So teacher has to suit her act to the needs of the audience which is the class. She cannot learn her part by heart ; she has to invent as she goes along.
- Many teachers who do a fine job in the classroom cannot act on the stage because their brains refuse to be limited to the words and part written by someone else and learnt by heart.
- (a) (i) What skills of the actor does a teacher need ? 2
- (ii) How does a good teacher use her voice while teaching ? 2
- (iii) How does a teacher's audience participate in the "play" ? 2
- (iv) What does an actor have to do with his part when he is on the stage ? 2
- (b) Summarise the passage in your own words and provide a suitable title. 7