



PAPER ID-411184

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Subject Code: BGMV634

Roll No:

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B. VOC.
(SEM III) THEORY EXAMINATION 2021-22
COMMUNICATION SKILL-III

Time: 3 Hours

Total Marks: 30

Note: 1. Attempt all Sections. If require any missing data; then choose suitably.

SECTION A

1. Attempt all questions in brief. 1x6=6

- a. Define the term Communication.
- b. What do you mean by Communication Styles?
- c. How do you identify Passive Communication?
- d. Define the role of Aggressive Communication in modes of communication.
- e. Define the term Passive-Aggressive Communication with example.
- f. What is Assertive Communication? Give some example.
- g. What are Verbal and Non Verbal Communication?

SECTION B

2. Attempt any three of the following: 3x3=9

- a. Describe the basic definition of Listening Skills and the types of Listening Skills.
- b. What do you mean by Lecturing? What are the basic tips for Effective Academic Listening?
- c. Write the role of Presentation skills. How do we link Listening to Talks and Presentations?
- d. What are the key factors used to describe the basics of Telephone Communication over the channel.
- e. Why Writing Skills are essential part of true communications? Write and explain the format of a basic Standard Business letter with an example.

SECTION C

3. Attempt any one part of the following: 3x1=3

- (a) What is the need of Report writing? How to perform Report writing with ease. Show with an example.
- (b) What is the need of Email writing in daily life? Explain Email drafting and Etiquettes with an example.



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4. Attempt any *one* part of the following:

3x1=3

- (a) What is the need of minutes for meetings in effective communication? How to write effective minutes for meetings?
- (b) Write and explain the example and key points of Business conversations with appropriate example.

5. Attempt any *one* part of the following:

3x1=3

- (a) Write a short note on SMS services, need and its types. How can we effectively use the SMS services?
- (b) Explain the term Case writing and Documentation? What is its need? Explain through basic layout of an effective Documentation.

6. Attempt any *one* part of the following:

3x1=3

- (a) Describe the term Soft Skills and its types. What is its need in daily life? Explain by the term Empathy in effective communication.
- (b) Define and differentiate the terms Intrapersonal and Interpersonal skills.

7. Attempt any *one* part of the following:

3x1=3

- (a) What do you understand by Group Communication? What is its need? Write down the key points of basics of Group Dynamics.
- (b) Discuss the term Miscommunication with example? How should one Handle Miscommunication? Describe the term Constructive Criticism?