

T74/V74/BHM301/BTH201/EE/20160518

Time : 3 Hours

Marks : 80

Instructions :

1. All Questions are Compulsory.
 2. Each Sub-question carry 5 marks.
 3. Each Sub-question should be answered between 75 to 100 words. Write every questions answer on separate page.
 4. Question paper of 80 Marks, it will be converted in to your programme structure marks.
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1. Solve any **four** sub-questions.
 - a) Which are the forms of External Communication? 5
 - b) Which are the types of Communication? 5
 - c) Give the 7C's of Communication. 5
 - d) Describe the process of listening. 5
 - e) What are the responsibilities of a listener to be receptive and to hear? 5
2. Solve any **four** sub-questions.
 - a) What are the types of Faulty Listening? 5
 - b) Why do barriers in listening succeed? 5
 - c) What are the roles of a speaker in effective Oral Communication? 5
 - d) Which are the barriers to communication? 5
 - e) What are the types of feedback? 5

3. Solve any **four** sub-questions.

- a) What are the types of flow of Communication? 5
- b) Which points show the relationship between Verbal and Non-Verbal messages? 5
- c) What is the type of audience analysis before a Presentation? 5
- d) Which are the four areas of fault of voice causing difficulty in speech? 5
- e) Which are the aspects of developing confidence and overcoming fear? 5

4. Solve any **four** sub-questions.

- a) What is the pattern of reflective thinking proposed by John Dewey. 5
- b) What is a Pause and its importance? 5
- c) Which are the four modes of delivery which can be used for Presentations? 5
- d) Which are the rules of overcoming sender-oriented barriers? 5
- e) Which are the levels which a listening process consists of? 5

