

Roll No. ....

Total No. of Questions : 09]

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B.Tech (Sem. - 1<sup>st</sup>/2<sup>nd</sup>)

COMMUNICATION SKILLS

SUBJECT CODE : HU - 101 (2004 - 2010 Batch)

Paper ID : [A0124]

Time : 03 Hours

Maximum Marks : 60

Instruction to Candidates:

- 1) Section - A is **Compulsory**.
- 2) Attempt any **Five** questions from Section - B & C.
- 3) Selecting atleast **Two** questions from Section - B & C.

**Section - A**

(2 Marks Each)

- Q1) a) Importance of Audience Analysis with respect to presentation.  
b) Skifnming and scanning as reading techniques.  
c) Importance of Agenda and Minutes in meeting.  
d) Voiced and voiceless sounds.  
e) Explain the term "Semantic Gap".  
f) "Know it All" attitude as a barrier to communication.  
g) Perceptive barriers to listening.  
h) Explain empathetic listening.  
i) Denotative and connotative meaning of a word.  
j) Explain the term "Annexures".

**Section - B**

(8 Marks Each)

- Q2) What are various channels of communication flow in an organisation? What is upward flow of communication and what is the purpose of this mode in an organisation?
- Q3) Explain the process of Listening. Discuss the important listening techniques for improved listening.
- Q4) Explain the important points relating to preparation of subject matter. How will you make changes in presentation to difference audience groups.
- Q5) Do as directed.
- (a) People who are given to quarrelling cannot be happy.  
(change into simple sentence)
  - (b) Unless you study regularly, you will make no progress  
(change into compound sentence)
  - (c) Few men would be cruel to animals (change into negative sentence).
  - (d) This is the most beautiful picture that I have ever seen.  
(Rewrite using comparative degree of adjective).
  - (e) Use each of the following words as noun and verb
    - (i) Rebel
    - (ii) Object

Section – C

(8 Marks Each)

- Q6) Explain the process of conducting a meeting. Elucidate the responsibilities of a leader for preparation of meeting.
- Q7) What is impersonal and formal writing? Explain their role in technical writing with the help of examples.
- Q8) How do eye movements and eye fixations affect reading? Throw light on the factors affecting the style of reading.
- Q9) As the purchase officer of a company, write a complaint letter to uniflex Ltd. New Delhi, pointing out the damage which was discovered after checking the consignment containing compact Discs sent to you by supplier. Invent necessary details.

