

6/10/2016 50

VCD- ATKT

F. Y. B. B. I. – Sem I – Effective Communications – 2 ½ Hours – 75 –

Q.1. A) Fill in the blanks with appropriate words

05

(Motivation, Medium, Non-verbal, Receiver, Grapevine)

1. When a message is expressed using gesture or signs, it is _____ communication.
2. Encouraging employees to perform is called _____.
3. The fastest means of communication is _____.
4. It is the _____ who decides the feedback.
5. Sender needs a _____ to send out a message.

B) Match the Following

05

- | A | B |
|-------------------------|------------------------------------|
| 1. Electronic media | a. oral and written communication. |
| 2. Horizontal channel | b. speedy means of communication |
| 3. Video conferencing | c. communication between equals |
| 4. Memo | d. warning letter |
| 5. Verbal communication | e. paperless office |

C) State whether the following statements are True or false.

05

1. Oral communication becomes a permanent record.
2. WAN connect a number of computer spread over a relatively small area.
3. Video conferencing can be done through internet.
4. An oral warning is a soft warning.
5. Horizontal communication often leads to ego clashes.

Q.2. A) Explain the communication cycle with the help of its components

08

B) Explain the factors that makes the communication effective

07

OR

C) Explain the term Motivation with the help of examples.

08

D) What are the main objectives of communication? Explain any two of them.

07

- Q.3. A) What are the advantage and disadvantage of Oral **communication**?
B) Explain any two types of Non-verbal **communication** in detail.

OR

- C) Explain verbal **communication**? Give advantage of verbal **communication**.
D) What are the advantages of Written **communication**?

- Q.4. A) Discuss "Listening skill is an important skill like other **communication** skills"
B) As an in-charge of a sport club, write to Adidas Sports for enquiring about uniform for football team

OR

- C) A smart phone you brought from mobile gallery has been malfunctioning frequently. Write a letter of complaint asking them for a replacement
D) Explain Semantic barrier and Physical barrier to **communication**.

- Q.5) Attempt short notes on the following. (Any three)
- a) Visual Communication
 - b) Process of Listening
 - c) Psychological Barrier
 - d) Types of Interview
 - e) Body Language