

## B. TECH. (I<sup>st</sup>/II<sup>nd</sup> sEM)

May, 2014

### hu-101 : coMMunication skills

Time : 3 hours

Maximum Marks : 60

**Note : Question 1 is compulsory. Attempt ~~five~~ questions from part A and Part B selecting at least two from each part.**

**Q1.** Write short notes on the following. **(2x10=20)**

- (a) Horizontal Communication
- (b) Encoding and Decoding
- (c) Define Technical communication.
- (d) Define and illustrate bilabial sounds
- (e) Differentiate between Quotation and Tenders
- (f) Explain psychological barriers to Listening
- (g) Describe Recording mechanism in an official meeting.
- (h) Differentiate between solicited and unsolicited job application letter.
- (i) Transcribe these words using palwaetic syobols smile, school
- (j) Write full forms of following abbreviations FICCI, FII

#### Part-a

**Q2.** Explain following terms with reference to communication barriers **(2x4=8)**

- (a) Organisational Barriers
- (b) Emotional outburst
- (c) Cultural differences
- (d) Information overload

**Q3.** Explain the classification of consonant sounds on the basis of place of Arlicutation **(8)**

**Q4.** Differentiate between active listening and passive listening. Do you agree that listening is more important than speaking? Why or why not? **(4+4)**

**Q5.** Do as Directed

(a) Hew said to me , " Have you heard this news.?" **(1)**  
(Change into indirect speech)

(b) His services to the Indian army can not be forgotten. **(1)**  
(Change into affirmative sentence)

(d) (i) Having as evil reputation (2x1=2)

(ii) One who makes a display of his learning  
(Substitute above expressions by single words)

**Part - B**

**Q6.** How do visual regression and visual wandering affect reading ? Explain SQ3R as a reading strategy for improving reading output. (3+5)

**Q7.** Explain the following essentials of effective written communication Also illustrate with examples. (4x8=8)

(a) Accuracy

(b) Conciseness

(c) Clarity

(d) Objectivity

**Q8.** Compare the skills required for receiving and making telephone calls. (8)

**Q9.** Prepare a last reminder regarding the collection of a sum of Rs..50,000 per a debtor. Assure necessary details. (8)

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