

2/SEC-180 Syllabus-2023

2024

(July/August)

FYUP : 2nd Semester Examination

SKILL ENHANCEMENT COURSE

(Communication Skills)

(SEC-180)

Marks : 56

Time : 2½ hours

*The figures in the margin indicate full marks
for the questions*

(Short answer-type questions)

1. Answer any *four* of the following : $4 \times 4 = 16$

- (a) What do you understand by communication?
- (b) Point out the various types of communication.
- (c) Mention the common types of non-verbal communication.

- (d) List the barriers to active listening.
- (e) What are the key characteristics of assertive communication?
- (f) Why is it important to proofread an e-mail before sending it?

(Descriptive-type questions)

2. Answer any *four* of the following : $10 \times 4 = 40$

- (a) Describe, with suitable examples, the process of communication.
- (b) Elaborate the criteria of effective communication.
- (c) Discuss negotiation skills by citing relevant examples.
- (d) What are the benefits of assertive communication?
- (e) Explain in detail the importance of effective presentation skills.
- (f) Illustrate the various interview handling skills.
