

(Please write your Exam Roll No.)

**END TERM EXAMINATION****SECOND SEMESTER [B.TECH] JUNE-JULY 2023****Paper Code: HS-102****Subject: Communication Skills-II****Time: 3 Hours****Maximum Marks: 75****Note: Attempt all questions as directed. Internal Choice is indicated.**

- Q1. Write short notes on **any THREE** of the following: (5×3=15)
- Formal and Informal Communication
  - Significance of Feedback in Effective Communication
  - Importance of Electronic Mode of Communication
  - Gender-sensitive Communication
  - Importance of Written Communication
- Q2. Attempt **any two** of the following: (7.5×2=15)
- Culture plays a significant role in effective communication. Explain.
  - Explain the process of Communication using an appropriate diagram.
  - Describe the important factors of a productive communication environment in an organisation in India.
- Q3 Attempt **any two** of the following: (7.5×2=15)
- Describe role of Non-verbal elements in an effective communication.
  - Describe various Audio-visual aids and their significance in a successful presentation.
  - Discuss the important aspects of an successful Power Point presentation.
- Q4 Write a letter to the SDM of your area describing the flood situation and propose the ways to tackle the probable emergency. (15)
- OR**
- Write a detailed resume to apply for the post of Sales officer in Vedanta India Pvt. Ltd., New Delhi.
- Q 5. Attempt **any two** of the following: (7.5×2=15)
- Discuss Gender and Culture as important factors in interpersonal communication.
  - How is India united in its cultural diversity?
  - Discuss the theme of *The Matrix*.

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