

Roll No. 

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Total No. of Pages : 02

Total No. of Questions : 18

**BA (JAMC) (2021 Batch) (Sem.-3)**  
**INTERPERSONAL COMMUNICATION SKILLS**  
Subject Code : BAJMC-305-18  
M.Code : 76748

Time : 3 Hrs.

Max. Marks : 60

**INSTRUCTIONS TO CANDIDATES :**

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.

**SECTION-A**

**Write briefly :**

1. Meaning of interpersonal communication
2. Summarising to organize information
3. Reflective listening
4. Emphatic as a response style
5. Attending as a listening skill
6. Meaning of Self-assertion
7. Gesture
8. Meaning of effective editing
9. Exploratory as response style
10. Following as a listening skill

### SECTION-B

11. What are the steps to develop self-esteem in a person?
12. It is prudent to take off your dark glasses. Do you agree? Justify your answer.
13. Differentiate between active and reflective listening.
14. How can anxiety and stress be managed through communication?
15. Are non-verbal skills important for interpersonal communication?

### SECTION-C

16. What are essential elements of written communication?
17. Give the steps necessary for organizing written piece of information.
18. While writing your first draft, what key points should be kept in mind?

**NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.**