

BACHELOR OF ARTS (CBCS - 2018 COURSE)
S. Y. B. A. Sem-III :SUMMER- 2022
SUBJECT : COMMUNICATION SKILLS IN ENGLISH

Day : Tuesday
Date : 5/7/2022

S-18243-2022

Time : 03:00 PM-06:00 PM
Max. Marks : 30

N.B.:

- 1) All questions are **COMPULSORY**.
 - 2) Figures to the right indicate **FULL** marks.
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Q.1 Attempt **ANY ONE** of the following: **[10]**

- a) Describe the concept of 'Communication' and explain the features of effective communication.
- b) What are the barriers to 'Listening Process' and what are the measures to improve listening skills?

Q.2 Attempt **ANY TWO** of the following: **[10]**

- a) What are the various barriers to communication?
- b) Comment on do's and don'ts of interview process?
- c) What are the various types of 'non-verbal communication'?
- d) What things should be take care of while writing an effective e-mail?

Q.3 Write short notes on **ANY TWO** of the following: **[10]**

- a) Purpose of communication
- b) Process of communication
- c) 'Encoding' and 'Decoding'
- d) Types of reading

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