

## II SEMESTER DIPLOMA SPECIAL EXAM 2013

Subject - Communication Skills  
Sub. Code - CMS 12012  
Time - 3 Hrs.

F. M. - 100

P. M. - 40

- Answer ALL questions.
- All questions carry equal marks.

1. What do you understand by communication cycle ? Illustrate it with the help of diagram. [10]

OR

What are the elements of communication ? Illustrate it with the help of diagram.

2. What do you understand by formal communication ? Elaborate it with example. [10]  
3. How written communication is more effective in presenting any statement ? Define it. [10]

OR

What is the difference between verbal and non-verbal communication ?

4. How body language is effective in non-verbal communication. [10]

OR

Define encoding and decoding.

5. Answer any TWO of the followings :

[2 x 10 = 20]

- (a) Designing the message  
(c) Giving feedback  
(e) Kinesics

- (b) Selecting proper channel  
(d) Knowing the audience  
(f) Proxemics

6. What are the elements of communication barrier ? Illustrate it with proper example. [10]

7. Write an application to the Manager of Tata Steel Pvt. Ltd. for the post of Technical Assistant advertised in the Times of India dated 3rd Oct., 2013. [10]

8. Comment on any TWO of the followings :

[2 X 10 = 20]

- (a) Body language  
(c) Physical appearance  
(e) Communication cycle

- (b) Chronemics  
(d) Feedback