P79/P89/P90/GEN204/EE/20160523

Time : 3 Hours **Marks : 80**

Instructions :

1. All Questions are Compulsory.
2. Each Sub-question carry 5 marks.
3. Each Sub-question should be answered between 75 to 100 words. Write every questions answer on separate page.
4. Question paper of 80 Marks, it will be converted in to your programme structure marks.

1. Solve any **four** sub-questions.
   a) What are the principles effective leaders need to follow according to stephen covey? 5
   b) What are the necessary skills for effective cross-cultural communication? 5
   c) How do the ego states cause communication breakdown in a transaction? 5
   d) What channels are used to transmit linguistic code? 5
   e) What is active listening? What are the secrets of active listening? 5

2. Solve any **four** sub-questions.
   a) What positions speakers occupy during conversations? 5
   b) What are the principles of intercultural communication? 5
   c) What are the visual aids that can be used to for effective communication? 5
   d) What are the steps in defining purpose before writing? 5
   e) What do you understand by 'Review and feedback'? How does it help to remain active in listening. 5

3. Solve any **four** sub-questions.
   a) How does a writer need to sequence information? 5
   b) What are the important principles of organising your resume? 5
   c) What are the potential barriers in web-based communication? 5
   d) What are the main visual cues used during communication exchanges? 5
   e) What are the four organisational plans for shorter messages? 5

4. Solve any **four** sub-questions.

a) What are the features of well-planned and well-written resume? 5

b) What are the steps of preparation for job application? 5

c) What are useful tips to manage your conversation successfully? 5

d) What guidelines are to be followed while using visual aids? 5

e) What are the important skills that a successful team member should have? 5