

**Subject : Enhancing Personal & Professional Skills - I**

Day : Tuesday  
Date : 14/06/2016



Time : 10.00 AM TO 1.00 PM  
Max Marks : 80 Total Pages : 1

**N.B.:**

- 1) Attempt **ANY FIVE** questions from Section – I and attempt **ANY TWO** from Section – II.
- 2) Figures to the right indicate **FULL** marks.
- 3) Answers to both the sections should be written in the **SAME** answer book.

**SECTION – I**

- Q.1** What is “Listening”? Explain different types of Listening. (10)
- Q.2** Discuss the methods to improve one’s voice so as to have voice clarity? (10)
- Q.3** Highlight the significance of body language in communication. Identify positive gestures and postures one needs to exhibit during an interview. (10)
- Q.4** Explain the purpose and types of business letters. Discuss the characteristics of effective business letters. (10)
- Q.5** What is a “Memo”? Explain its purpose in an organizational setting. (10)
- Q.6** “Fear Psychosis is an element in the process of communication”. Discuss. (10)
- Q.7** Write short notes on any **TWO** of the following: (10)
- a) Eye contact in communication
  - b) Consonants and Diphthongs
  - c) Video Conferencing

**SECTION - II**

- Q.8** Place an order for office equipments such as printers and copiers to a dealer. Draft the order giving necessary instructions in detail. (15)
- Q.9** What factors should be kept in mind to make one’s communication effective while speaking on the phone? (15)
- Q.10** Write a letter inviting the General Manager of a company to your institute to deliver the key note speaker address during the HR seminar it has organized. (15)

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