

500

P P SAVANI UNIVERSITY

Third Semester of B. Tech./B.Sc (IT) Examination

November 2022

CFLS1020 Global Communication Skills

19.11.2022, Saturday

Time: 10:00 a.m. To 12:30 p.m.

Maximum Marks: 60

Instructions:

1. The question paper comprises of two sections.
2. Section I and II must be attempted in separate answer sheets.
3. Make suitable assumptions and draw neat figures wherever required.

SECTION - I

- Q - 1** Choose the most appropriate option (Any Five) [05] CO BTL
- (i) Errata refers to _____ 2 1
- A. Language barrier C. Mechanical barrier
B. Environmental barrier D. Cultural barrier
- (ii) What is 'Noise' in the process of communication?
- A. Barrier C. Medium
B. Sound D. Feedback
- (iii) Verbal Communication refers to _____.
- A. Speaking & writing C. Speaking only
B. Writing only D. Sign Language
- (iv) Credibility refers to _____
- A. Trustworthy C. Concise
B. Polite D. Correct
- (v) Kinesics refers to _____.
- A. Body gesture & Posture C. Time
B. Distance D. All of the above
- (vi) You will pass _____ you work hard.
- A. If C. until
B. But D. because

- Q - 2** Answer the Following. (Any Two) [10]
- (i) Describe the process of Communication with a diagram. 1 2
- (ii) Explain 7Cs of Communication. 3 2
- (iii) You need leave for 10 days on Medical grounds. Write a Leave Application to your class coordinator for the same. 2 3
- Q - 3** Answer the Following. (Any Two) [10]
- (i) "You Cannot NOT Communicate" - Explain the statement. 2 2
- (ii) Explain the Difference Between Verbal & Non-Verbal Communication 3 4
- (iii) Explain the Barriers to Effective Communication? 3 2
- Q - 4** Attempt any one [05]
- (i) Discuss Kinesics. 2 2
- (ii) Develop a paragraph on 'My Inspiration'. 3 6

SECTION - II

- Q - 1** State whether the following sentences are *true* or *false*. (Any Five) [05]
- (i) Kinesics is important feature in presentation. 1 2
- (ii) Horizontal and lateral flow of communication is the same.
- (iii) Passive style of communicator sighs a lot.
- (iv) Assertive Style is the best style of communication.

(v)	'To entertain' can't be the purpose of presentation.			
(vi)	Memorization way of presentation is reading aloud from the script.			
Q - 2	Answer the following (Any Two)	[10]		
(i)	Discuss the flow of communication with example.		4	3
(ii)	Explain the Traits of an Effective Leader.		5	2
(iii)	'Only the prepared speakers deserve to be confident' - Discuss the statement.		6	2
Q - 3	Answer the following (Any Two)	[10]		
(i)	Discuss the impact of social media in your personal life.		7	3
(ii)	Your friend is going to present before the class for the first time. He is nervous. Give him tips.		6	5
(iii)	Discuss the disadvantages of internet?		7	2
Q - 4	Attempt any one.	[05]		
(i)	Your friend has initiated a new business. Explain him how he can utilize modern tools of communication for professional development.		6	3
(ii)	What is the importance of visual aids while delivering presentation?		6	3

CO: Course Outcome Number

BTL: Blooms Taxonomy Level

Level of Bloom's Revised Taxonomy in Assessment

1: Remember	2: Understand	3: Apply
4: Analyze	5: Evaluate	6: Create