

Sam 2021

2020 BT

# P P SAVANI UNIVERSITY

Second Semester of B. P.T Examination

December 2021

CFLS1020 Global Communication Skills

07.01.2022, Friday

Time: 09:30 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.
4. Use of scientific calculator is allowed.

**SECTION - I**

- Q - 1** Choose the most appropriate option.(Any Five) [05]
- (i) Shortness of the message is related with \_\_\_\_\_.  
A. Courtesy C. Conciseness  
B. Credibility D. All of above
- (ii) The study of space in communication is called  
A. Chronemics C. Gestures  
B. Proxemics D. None of the above
- (iii) Our dress code is an example of \_\_\_\_\_ communication.  
A. Verbal C. Written  
B. Non verbal D. Spoken
- (iv) In oral communication there is a possibility of immediate \_\_\_\_\_.  
A. Reaction C. Reset  
B. Response D. Refection
- (v) The information which is transferred to the receiver has to be interpreted this process is called \_\_\_\_\_.  
A. Encoding C. Opening  
B. Decoding D. Closing
- (vi) Which of these is the external sounds present in the channels of communication?  
A. Noise C. Cultural barriers  
B. Semantic problems D. Over communication
- Q - 2 a** You are a student of P P Savani University and pursuing B. P.T degree. You have some issues with your classmates and want to complaint against them to the principal. How will you approach the principal keeping in mind the flow of communication? Explain. [07]
- Q - 2 b** What is communication? How is it essential for physiotherapist? [07]  
OR
- Q - 2 a** You have genuine reason to go outside your home but due to the lockdown police is not allowing you permission to go outside your home. How will you handle the situation with reference to assertive/aggressive and passive style of communicator? [07]
- Q - 2 b** Explain the principles of communication with relevant examples. [07]
- Q - 3 a** What is non- verbal communication? Explain the importance of non-verbal communication with example. [06]
- OR
- Q - 3 b** Draw the chart of process of communication. What is the importance of choosing right channel for communication? [06]
- Q - 4** Write a short note. (Any One) [05]
- a. Difference between Formal and Informal Group
- b. Purpose of Group Communication

**SECTION - II**

- Q - 1** Choose the most appropriate option.(Any Five) [05]
- (i) Group Communication is an extension of \_\_\_\_\_ communication.  
A. Intrapersonal B. Interpersonal C. External D. General
- (ii) Which of the following is NOT trait of a good leader?  
A. Compassionate B. Diligent C. Honest D. Reluctant
- (iii) Which of the following is not correct about Authoritarian leader?  
A. Makes or announces decision  
B. Solicit information from group members  
C. Not concerned with whether other approve of the decision  
D. Encourages full participation of group member.
- (iv) Which of the following leadership style prefers decision made by majority vote?  
A. Authoritarian B. Nondirective C. Democratic D. Diplomatic
- (v) \_\_\_ of a presentation is the most important part.  
A. Beginning B. middle C. end D. none
- (vi) Which of the following is not a propose of presentation?  
A. To demonstrate B. to entertain C. to promote D. to examine
- (vii) To deliver a speech without preparation is a/an\_\_\_\_  
A. Manuscript B. Extemporaneous C. impromptu D. Memorization
- Q - 2 (a)** Discuss the types of Groups in organizational context. [05]
- Q - 2 (b)** How to make an effective presentation? [05]
- OR**
- Q - 2 (a)** What is Group Communication? [05]
- Q - 2 (b)** Explain the trait of Authoritarian leader. [05]
- Q - 3 (a)** What is Group Dynamic? [05]
- Q - 3 (b)** Explain the trait of Democratic leader. [05]
- OR**
- Q - 3 (a)** Explain various purposes of presentation. [05]
- Q - 3 (b)** How to organize the content of presentation? [05]
- Q - 4** Attempt any One. [05]
- (i) Extemporaneous
- (ii) Importance of visual aids in presentation

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