

P P SAVANI UNIVERSITY

Second Semester of B.Sc (Nursing) Examination

September 2019

SEPD1020 Communication Skills

23.09.2019, Monday

Time: 09:00 a.m. To 11:30 a.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 - 1

Q-1 Answer the following. (Any 5) (Write full sentences)

[05]

1. Barriers to communication can be defined as the aspects or conditions that interfere with effective exchange of _____.
(a) Idea-Thoughts (b) Words (c) Dialogues (d) Behaviour
2. Conceptualizing the messages helps in raising the _____.
(a) Apathy (b) Empathy (c) Pity (d) Sympathy
3. Credibility (7C) helps in building _____.
(a) Good Relations (b) Trust (c) Good Friends (d) Good Records.
4. The process whereby the ideas, feelings, and perceptions of lower-level employees are communicated to the higher level in the organization is _____.
(a) Upward (b) Downward (c) Diagonal (d) Cross
5. Aggressive Communicators do not _____ even when they are at fault.
(a) Appreciate (b) Apologise (c) Apologise (d) Applaud
6. People communicate their thoughts and ideas as well as feelings to
(a) make someone do something (b) take some action (c) think or feel in a certain way
(d) All of the above.
7. _____ is the best way to know that a message has been sent and understood.
(a) Encoding (b) Feedback (c) Decoding (d) Receiving

Q - 2 (a) What are the 4 S's of Effective Communication?

[05]

Q - 2 (b) What is the Concept of Communication?

[05]

OR

Q - 2 (a) Write a note on any three barriers to effective communication. Give appropriate examples.

[05]

Q - 2 (b) Describe the characteristics of Feedback of the Communication Model.

[05]

Q - 3 (a) State the different styles of Communication. Discuss any two of them in detail

[05]

Q - 3 (b) Define Communication with the help of the Communication Model in detail.

[05]

OR

Q - 3 (a) Explain Kinesics, Proxemics & Chronemics.

[05]

Q - 3 (b) What is Assertive Style of Communication? What are its benefits?

[05]

Q - 4 Answer any one of the following.

[05]

- (i) What is communication? What are the factors influencing communication?
- (ii) Explain the 7 C's of Communication in brief.

SECTION - 2

- Q - 1** Answer the following. (Any five) **[05]**
- (i) In business, a manager spends most of his or her time in:
- a) Writing
 - b) Planning
 - c) Speaking
 - d) Meeting
- (ii) Oral communication is better than written communication for:
- a) conveying feelings and emotions
 - b) providing opportunity to refer back
 - c) conveying facts and opinions
 - d) saving time
- (iii) Which communication style is clearest and most productive?
- a) Passive
 - b) Aggressive
 - c) Passive aggressively
 - d) Assertive
- (iv) What is true about body language?
- a) Most people don't pay attention to others' body language
 - b) Body language is often considered the most "honest" form of communication.
 - c) What you say verbally comes across more strongly than what you say nonverbally.
 - d) Body language is the same in all cultures.
- (v) To be assertive is to be:
- a) Aggressive
 - b) Loud
 - c) Indirect
 - d) Firm
- (vi) To select the content of your presentation, you should know:
- a) the available material
 - b) your purpose
 - c) the time limit
 - d) the audience's needs
- (vii) Anxiety is
- a) Linguistic barrier
 - b) Psychological barrier
 - c) Physical barrier
 - d) Cultural barrier
- Q - 2 (a)** What are the Cross Cultural Barriers in Communication? How will you overcome Cross Cultural Communication barriers? **[05]**
- Q - 2 (b)** Discuss tips and techniques for Great Presentations. **[05]**
- OR**
- Q - 2 (a)** Explain in detail the various Presentation Strategies. **[05]**
- Q - 2 (b)** Explain principles of effective communication. **[05]**
- Q - 3 (a)** What is Presentation? What is its importance? **[05]**
- Q - 3 (b)** Describe the Traits of an Effective Leader. **[05]**

OR

- Q - 3 (a) Which are the types of communication? Explain non-verbal communication in detail with example. [05]
- Q - 3 (b) Discuss the importance of visual aids in presentation. [05]
- Q - 4 Answer the following. [05]
- (i) Write a paragraph (in 100 words) on importance of communication for Managers. [05]
- (ii) What is Transformational Leadership and what are its advantages?
