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SARDAR PATEL UNIVERSITY
B.YBA (Semester II) Examination
Wednesday, May 04, 2022
09:00 am - 11:00 am
UA02SENG22
Communication Skills-2

Total Marks: 70

Notes:

1. Figures to the right indicate full marks.
2. Mention clearly the option you attempt.

Q 1 Answer ANY TWO of the following questions. (40)

1. What is communication? Discuss the process of communication.
2. Write a note on barriers to effective communication.
3. Explain the reasons for poor listening.
4. Discuss how to achieve confidence, clarity and fluency in speaking.

Q 2 Write short notes on ANY TWO of the following. (30)

1. Visual aids
2. Traits of a good listener
3. Word stress
4. Listening for specific information
