

[25]

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SARDAR PATEL UNIVERSITY
F.Y.B.A. (First Semester) EXAMINATION (CBCS)
20th Nov' 2019, Wednesday

Communication skills – 1
UA01SENG22

10.00 a.m. to 1.00 p.m.

Total Marks:70

Note: Figures to the right indicate full marks.

Mention clearly the option you attempt.

Q-1 Define the term *Visual Aids* and discuss in detail the different types of visual aids. [18]

OR

Q-1 Write a detailed note on barriers to effective listening and explore the various traits of a good listener.

Q-2 Discuss in detail the outstanding characteristics of effective speaking in the process of communication. [17]

OR

Q-2 Write notes on the following:

- 1) Intonation
- 2) Classifications of barriers to communication

Q-3 Write notes on the following: [Any Two] [18]

- 1) External barriers in communication
- 2) Reasons for poor listening
- 3) Noise
- 4) Levels of communication

Q-4 Define the term *Communication* and discuss in detail the cycle of communication process with diagram. [17]

OR

Q-4 Write notes on the following:

- 1) Clarity and fluency in communication
- 2) Basic sounds of English

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