

Seat No.: _____

[A-14]

No of printed pages: 01

SARDAR PATEL UNIVERSITY
SYBA (External) Examination
Wednesday, September 09, 2020
10:00 am - 12:00 pm
SYBACSK200
Communication Skills

Total Marks: 70

Notes:

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

- Q 1 What is 'Communication'? Explain the process of communication with the help of a diagram and the relevant examples.
(OR) (17)
- Q 1 How 'Listening' is different from 'hearing'? Discuss the types of listening in detail.
- Q 2 Explain the advantages and limitations of an email writing.
(OR) (18)
- Q 2 Discuss the different stages of interview.
- Q 3 Differentiate between the interpersonal communication and intrapersonal communication with examples.
(OR) (17)
- Q 3 Write a detailed note on the barriers to effective communication.
- Q 4 Discuss the traits of a good listener.
(OR) (18)
- Q 4 Explain 'Group Discussion' as a part of the selection process.

