

SEAT No. _____

No. of printed pages: 01

[16]

SARDAR PATEL UNIVERSITY
B.A. (First Semester) EXAMINATION 2018
Thursday, 1st November
10.00 am to 1.00 pm
COMMUNICATION SKILLS - I
UA01SENG22

Maximum Marks: 70

Note: Figures to the right indicate full marks.
Mention clearly the option you attempt.

Q.1 Define the term 'Communication' and write a detailed note on the process of communication [18]

OR

Q.1 Write notes on the following:
(1) Levels of communication
(2) Visual aids

Q.2 Write a detailed note on the barriers to communication. [17]

OR

Q.2 Write notes on the following:
(1) Overcoming listening barriers
(2) Psychological and emotional barriers to communication

Q.3 Write notes on the following (any two): [18]

- (1) Reasons for poor listening**
- (2) Traits of a good listener**
- (3) Barriers to effective listening**
- (4) Listening for specific information**

Q.4 Comment on the characteristics of effective speaking. [17]

OR

Q.4 Write notes on the following:
(1) Stress
(2) Intonation

