

**Certificate in Communication Skills
(2015-2016)
Term End Examination
June 2017
CCS-01: Aspects of Communication**

Time: 3 Hours

Maximum Marks: 100

Note: (i) There are three sections A, B and C.

(ii) Attempt three questions from Section A, three questions from Section B and two short questions from Question 10 under Section C.

Figures on the right hand margin indicate marks.

Section-A

Answer any three questions in about 1000 words. All questions carry 20 marks. [20X3=60]

1. Describe the process of communication with a suitable diagram.
2. What are the physical barriers to communication? How can they impact communication?
3. What are the different types of Spoken Communication?
4. What is communication network in an organisation? Discuss the different types of such communication with examples.
5. How can we use English in our everyday life?

Section B

Answer any three of the following questions in about 250 words. Each question carries 10 marks.

[10X3=30]

6. Basic principles of communication
7. What is non-verbal communication? Describe with suitable examples.
8. Why do we need bias-free language? Explain with examples.
9. Spoken Communication
10. Dictation

Section C

11. Write short notes on any two of the following. Each question carries 5 marks. [5X2=10]

- (a) Elements of Communication
- (b) Audio-Visual Communication
- (c) Postures and Gestures
- (d) Receptive and Productive Language Skills
- (e) Horizontal communication