

- Note:**
1. All questions are compulsory with internal choice.
  2. Draw neat diagrams wherever necessary.
  3. Figures to the right indicate full marks.

**Q.1 Answer the following (any Three) (15)**

- (a) Explain in detail Barriers to communication.
- (b) Describe in detail traits of a good listener.
- (c) Describe various types of Non-verbal communication in detail.
- (d) State the benefits of Group Discussion in detail.
- (e) Describe Career building and Resume format in detail.
- (f) Explain various types of business letters.

**Q.2 Answer the following (any Three) (15)**

- (a) Describe various kinds of Listening in detail.
- (b) Explain E-mail Etiquettes in detail.
- (c) Describe the importance of Technical communication in life.
- (d) State the strategies of organizing contents in Presentation.
- (e) Explain in detail the forming of computer generated charts.
- (f) State the difference between Active listening and Passive listening.

**Q.3 Answer the following (any Three) (15)**

- (a) Explain the importance of Business conversation in professional world.
- (b) Explain strategic approaches made to attain corporate ethics.
- (c) Describe Meetings and Conferences in detail.
- (d) Explain Financial communication in detail.
- (e) Explain 7C's of Effective communication in detail.
- (f) Describe the Ethics needed in business communication.

**Q.4 Answer the following (any Three) (15)**

- (a) Describe the significance of Non-verbal communication in detail.
- (b) Explain Business proposals in detail.
- (c) Describe various types of Interviews in detail.
- (d) Explain the Process of communication in detail with the help of diagram.
- (e) Describe Electronic and video Resumes in detail.
- (f) Explain communication networks in detail.

**Q.5 Answer the following (any Three) (15)**

- (a) Describe the advantages of E-mail communication.
- (b) Explain Job Interview in detail.
- (c) Describe Business Reports in detail.
- (d) Explain Teleconferencing in detail.
- (e) Describe creating and using visual aids in communication.
- (f) Describe five main strategies of writing business messages.

---X---X---