

Roll No. 

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Total No. of Pages : 02

Total No. of Questions : 09

B.Sc.(HMCT) (2014 to 2017 Batch) (Sem.-2)

**COMMUNICATION – II**

Subject Code : BSHM-206

M.Code : 12082

Time : 3 Hrs.

Max. Marks : 60

**INSTRUCTIONS TO CANDIDATES :**

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.

**SECTION-A****1. Write short notes on :**

- a. Agenda
- b. Code
- c. Downward Communication
- d. Formal Communication Systems
- e. Interaction
- f. Asynchronous Communication
- g. Communication Networks
- h. Encoding
- i. Grapevine
- j. Horizontal chain of communication

### SECTION-B

2. What are the ways to overcome barriers of communication at work?
3. What are the different types of listening?
4. Explain any 5 types of non-verbal communication.
5. Write a short note on communicative use of artifacts.
6. Describe the 5 models of business communication.

### SECTION-C

7. Write an essay on non-verbal communication.
8. Explain the barriers of listening and how to overcome them.
9. Describe the different types of speech.

**NOTE : Disclosure of identity by writing mobile number or making passing request on any page of Answer sheet will lead to UMC case against the Student.**