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DR. BABASAHEB AMBEDKAR TECHNOLOGICAL UNIVERSITY, LONERE.

Mid Semester Examination- March 2019

Course: First Year B.Tech		Semester: II
Subject: Communication skills		Sub Code: BTHM204
Marks: 20	Date: 14/03/2019	Duration: 1 hour

Instructions: 1] All the Questions are compulsory. 2] Illustrate your answers with neat sketches wherever necessary. 3] Figures to the right indicate full marks.

	(Level/CO)	Marks

Q.1- Choose the correct option and fill the blanks: (Remember) (6 marks)

1- Hearing is ....
   a) Involuntary   b) Voluntary   c) Casual   d) None of these.

2- Which one of the following is a barrier to listening------------.
   a) Lack of interest on the part of the listener.   b) Partial listening   c) External noise
   d) All of these

3- Which is not the common purpose for holding group discussion
   a) To explore ideas and exchange information   b) To critique proposals or new ideas
   c) To prepare existing policies   d) To look for the best solution to a problem

4- To be an active listener you must -------------
   a) Make eye contact with the speaker.
   b) Communicate your response through expressions and gestures.
   c) Sit upright, more leaning forward than leaning backward.
   d) All of these.

5- Wear a ...... on your face when you speak. It is an effective ice□break.
   a) Scorn b) Smile c) Surprise d) Shock

6- A......... topic gives scope for argument and debate
   a) Factual   b) Controversial   c) Abstract   d) Subjective

Q2-Attempt any two of the following: (6 marks)

1- Explain the sub types of non verbal communication. (Understanding)
2- Differentiate between oral and written communication. (Analyzing)
3- Classify the following examples into verbal and non- verbal communication or both. Make three columns.(**Smile, advertisements, notices, interview, traffic signal, e-mail, raising the eyebrows**) (Remembering)

Q3-Attempt any one of the following: (8marks)

1- Define communication. Explain the 7 C's of effective communication. (Understanding)
2- Explain with examples the barriers in the process of communication. (Applying)