

Exam Date & Time: 21-Dec-2022 (10:00 AM - 11:30 AM)



## MANIPAL ACADEMY OF HIGHER EDUCATION

Communication Skills (Theory) [PMA- BP105T - S2]

Marks: 35

Duration: 90 mins.

### I Long Answers

Answer all the questions.

- 1) Advising, Counselling, Giving orders, Providing instructions, Marketing, are some of the purposes of communication. Discuss. Add a note on importance of communication. (8+2=10marks) (10)

### II Short Answers

Answer all the questions.

- 1) Enlist barriers to communication and explain any two. What are the characteristics of Active listeners? (4+1=5marks) (5)
- 2) Discuss the characteristics of four different types of communication styles. How tone influence the communication? (5)
- 3) Discuss how to plan a presentation. Explain importance of presentation skills. (5)
- 4) Describe types of interviews. Add a note on benefits of STAR technique in interview process. (5)
- 5) Explain importance of effective writing skills. Write a brief note on art of condensation. (5)

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