

Exam Date & Time: 04-May-2022 (10:00 AM - 11:30 AM)



MANIPAL ACADEMY OF HIGHER EDUCATION

Communication Skills [PMA-BP105T]

Marks: 35

Duration: 90 mins.

I Long Answers

Answer all the questions.

- 1) Describe Communication process. How does receiver influence the sender's communication? Which is the most critical phase in communication process and why? Describe the importance of communication in an organizational context. (4+1+1+4=10 Marks) (10)

II Short Answers

Answer all the questions.

- 1) Discuss in brief Interpersonal, Physical and Physiological barriers to effective communication. Give a very brief account of factors affecting our perspective to communication. (3+2=5marks) (5)
- 2) Discuss in brief communication styles. According to you which style is conducive for an Organizational communication. Give reasons. Write short notes on Evaluative listeners. (3+1+1=5 Marks) (5)
- 3) Explain analyzing situational knowledge, mental, physical and written preparation in interview process. (5)
- 4) Enlist styles of presentation. What are the most common abuses done in power point presentations? Add a note on qualities of effective presenter. (5)
- 5) Discuss classification of reports. Add a note on positive behaviors in-group discussion. (5)

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