

FY(FM)

ANTIGEN

Communⁿ skills

TIME : 2 hrs. march 09

MARK : 60

- Instruction :** 1) All questions are compulsory
2) Figures to the right indicate full marks.

Q.1 a) Explain 'Information' and 'Motivation' as the main objectives of communication 15

OR

b) Explain the process of communication with the help of a diagram. 15

Q.2 a) Explain the types of vertical communication and suggest measures to improve downward communication. 15

b) Explain language barrier and psychological barriers to communication 15

Q.3 a) A committee is appointed to look into the problems of theft and pilferage from the factory premises. Draft a report. 15

OR

b) Draft an application letter along with C.V for the post of lecturer in Management studies. 15

Q.4 **Write short notes on any three :** 15

1. Fully - blocked style of letter writing
2. Computer
3. Subscription
4. Emphatic listening
5. Non-Statutory Reports
6. Non-verbal communication.

