

Q. 4. Answer in detail (Any Two) (20)

1. State and explain the forms in which non-verbal communication takes place.
2. What are the functions of communication?
3. Describe the barriers to communication and how to overcome them.

Q. 5. Case study (Any One) (15)

1. Swati has to give a presentation at an international conference tomorrow.
 - i) What should Swati keep in mind while preparing the presentation slides?
 - ii) What other preparations should Swati make?
 - iii) If a question is asked by the participants during the conference to which Swati has no answer, how should she tackle the situation?
 2. You wish to apply for the post of a General Manager in Phoenix Pvt. Ltd.
 - i) Write an application Letter and prepare your resume for the same (in writing).
 - ii) Prepare your resume to be sent along with the application letter
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