

TILAK MAHARASHTRA VIDYAPEETH, PUNE
MASTER OF ARTS (M.A.) ENGLISH (PART I)
EXAMINATION: MAY- 2024
FIRST YEAR
SEMESTER - II
Sub: Communication Skills & Soft Skills (GC-401)

Date: 22/05/2024

Total Marks: 100

Time: 10.00 a.m. To 1.00 p.m.

- Instructions:**
- 1) All questions carry equal (20) marks.
 - 2) Answer **Any Five** questions of the following:
 - 3) Write the exact question number in the answer sheet.
 - 4) It is mandatory to write an Introduction and Conclusion in your answers.
-

- Q.1** Comment on 'Time Management' is the key element of stress management.
- Q.2** Analyze the different obstacles in the process of communication. How to overcome those obstacles?
- Q.3** Which are the different forms of communication? Explain.
- Q.4** Explain the 7 C's of Communication.
- Q.5** Discuss the meaning and forms of Business Communication.
- Q.6** Comment on the forms of listening.
- Q.7** Evaluate the obstacles in the process of listening and how to overcome these obstacles.
- Q.8** Explain the role of business etiquettes in the world of Globalization.
- Q.9** Evaluate the non-verbal communication is the basis of entire communication process.
- Q.10 Write Short Notes on Any Two of the following:**
- a) Function and facts of listening
 - b) Visual signs in Non-verbal Communication
 - c) Merits and demerits of Non-verbal Communication
 - d) Rapport building activities