

Question Bank

Btech. (First Semester)

Paper Code : HS 113-14

Subject : Communication Skills

1. Write short notes on the following:
 - 1) Objectives of Communication
 - 2) Internal and External Communication
 - 3) Explain Communication as a two-way process
 - 4) Formal and Informal Communication
2. Explain the objectives of Downward Communication
3. Illustrate the concept of Horizontal Communication
4. Distinguish between Downward and Upward communication.
5. Explain Completeness of Message.
6. Explain the concept of Noise as a barrier in communication.
7. What is non-verbal communication?
8. Silence as a form of non-verbal communication.
9. Explain the terms : Proxemics and Chronemics.
10. What is Paralanguage?
11. State the importance of non-verbal language.
12. Explain Sales Letter.
13. What is a Complaint Letter?
14. What is meant by agenda?

15. Define routine and Special Reports.
16. What is the significance of concentration in listening?
17. Define Social Manners.
18. Role of Eye Contact in speaking.
19. Explain Group discussion as a tool of selection of employees.
20. Discuss the main features of Communication.
21. State the elements of Communication process.
22. What is Feedback? Briefly discuss the part of Feedback in Communication..
23. Explain the concept of Formal Communication Channel.
24. What are the objectives of Downward communication?
25. Explain the concept of Grapevine. What are the various types of Grapevines?
26. Differentiate between formal and informal communication
27. Explain upward communication. How does it take place in an Organisation?
28. Discuss the barriers to effective communication in an organisation
29. Explain the main principles of effective communication
30. What is meant by personality? What factors determine personality?
31. Define Non-Verbal Communication. How is it related to verbal Communication?

32. "A good letter is one which is clear and brief". Comment.
33. Distinguish between Report and Memorandum.
34. What are the important elements of a detailed report?
35. What is effective listening? Discuss the various levels of listening.
36. "Eye contact is an important listening skill" Explain.
37. Explain the characteristics of good speaking.
38. What are the important features of group discussion?
39. State the scope and limits of group discussion.
40. How do speakers personality and body language help in increasing his effectiveness?
41. Communication is the lifeblood of business. Explain.
42. "Communication in an organization is multidirectional." Discuss the statement by explaining briefly channels of communication based on directions of communication.
43. What are the barriers to communication? How can they be overcome? Explain the suitable examples.
44. State the meaning and forms of Non-Verbal Communication.
45. What is a good business letter? Explain the essential characteristics of a good business letter.
46. Explain the usual pattern of layout of a formal report.

47. How can the skills in telephonic conversation be developed?
48. What speaking skills are significant in face to face conversation?
49. What role does proper planning and organising of the subject matter have in effective speaking?
50. What is Group Discussion? Explain the procedure of Group Discussion.
51. "For participating effectively in a group discussion one requires the right combination of speaking and listening skills" Explain.
52. What guidelines should be followed by a speaker while making an oral presentation?
53. What tips would you give for effective listening over the telephone?
54. Explain the concept of Formal Communication Channel.
55. State the meaning and forms of non-verbal communication.
56. One-word Substitutions.
That which cannot be satisfied.
A speech made without previous preparation.
One who compiles a dictionary.
A person who loves mankind.
Sole right to make, use or sell an invention.
The fear of closed or confined spaces.
57. How is body language important for face-to-face communication?
58. What is the role of Agenda in an official meeting?
59. Elucidate four characteristics of Indian English.

60. Highlight four strategies for effective participation in an academic Group Discussion.

61. Elaborate the procedure of conducting an official meeting and suggest five effective strategies for the same.

62. Highlights two important differences between a Dictionary and a Thesaurus

63. "Communication is a two-way process." Discuss in this context the role of feedback in communication.

64. "Non-verbal communication is more important than verbal communication." Why?

65. Discuss briefly the techniques you will use to conduct an official meeting.

66. Write a short note on "Telephone Etiquette."

67. How is a Dictionary different from a Thesaurus?

68. By way of meaningful sentences, differentiate between the meanings of the following set of words:

(1.) decent, dissent.

(2.) comprehend, apprehend

69. By way of meaningful sentences, differentiate between the meanings of the following set of words:

(1.) accent, assent

(2.) childish, childlike

70. One-word Substitutions:

That which cannot be conquered.

One who walks in his sleep.

One who looks at the bright side of things.

A person who hates mankind.

Exclusive control over a trade or a commodity.

The fear of animals.

Absence of government.

Sole right to make an invention.

One who walks in his sleep.

One who abstains from intoxicants.

One who looks at the bright side of things.

Words inscribed on the tomb of a person.