

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

Date: 09/12/2024

Total Marks: 100

Time: 2.00 pm to 5.00 pm.

- 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.
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- Q.1** Explain the six stress busters and mention the steps to reduce the stress.
- Q.2** Evaluate the barriers to effective communication and their solutions.
- Q.3** Explain the types of Communication.
- Q.4** Comment on the Principles of Communication.
- Q.5** What is Business Communication? Discuss its types.
- Q.6** Discuss the steps in the process of listening. Explain the types of listening.
- Q.7** What are the barriers to listening? Discuss the solution to effective listening.
- Q.8** Explain in detail the Non-verbal communication as a key element of communication.
- Q.9** Discuss the 7C's of Communication.
- Q.10** **Write Short Notes on Any Two of the following:**
- a. Difference between hearing & listening.
 - b. Function of communication
 - c. Role of audio-signals in non-verbal communication
 - d. Function of non-verbal communication