

## IMSc ITDD (NEP) Semester 2 Examination

SEC-CSM-126

Communication Skills-II

Time : 1-00 Hour]

June-2024

[Max. Marks : 25

**Instructions:**

- a. Figures to the right indicate full marks.

**Q-1(A) What is communication? Draw and explain communication cycle in detail. (7 Marks)**

**Q-1(B) Write a paragraph in about 150 words on Importance of education. (3 Marks)**

**OR**

**Q-1(B) Explain Lateral communication in detail with its advantages and disadvantages. (3 Marks)**

**Q-2(A) Explain in detail all the steps necessary in preparing an effective presentation. (7 Marks)**

**Q-2(B) List any 9 rules for making or receiving a call. (3 Marks)**

**OR**

**Q-2(A) What are the Do's and Don'ts of an interview. (7 Marks)**

**Q-2(B) What is stage fright? What are the symptoms of it. (3 Marks)**

**Q-3. Choose the correct answer from the given MCQ's and note it down in your answer sheet. (5 Marks)**

1. AIDA stands for attention, \_\_\_\_\_ desire and action.

- A) Internet    B) Interest    C) Intranet    D) Inspection

2. When someone calls you, you should \_\_\_\_\_

- A) Never answer  
B) Keep the phone ringing even if you are free  
C) Answer before the 4<sup>th</sup> ring  
D) Pick up the call and talk to them rudely.

3. What can you understand from one's dressing?

- A) Intelligence level    B) Their trust-ability    C) Profession    D) All the above

4. What should not be done during a presentation?

- A) Make eye contact with the audience.  
B) Read the slides.  
C) Smile and use hand gestures.  
D) Ask questions to the audience at the end.

5. Body language may account for \_\_\_\_\_ of all communication.

- A) 20 % to 30 %    B) 10 % to 20 %  
C) 50 % to 60 %    D) 60% to 65%