Enrolment No._____

GUJARAT TECHNOLOGICAL UNIVERSITY BE - SEMESTER-1st / 2nd (SPFU) EXAMINATION- WINTER 2015

Su	Subject Code: COS001Date: 22/12/201Subject Name: Elementary Communication SkillsTotal Marks: 7Time: 02:30pm to 05:00pmTotal Marks: 7		
Instructions: 1. Attempt any five questions. 2. Make suitable assumptions wherever necessary. 3. Figures to the right indicate full marks			
Q.1	(a)	Define "Communication" and explain the process of communication with help of neat diagram.	07
	(b)	What is "Kinesics"? Elaborate upon any three aspects of kinesics.	07
Q.2	(a)	Differentiate between "Hearing" and "Listening". Enlist various types of Listening, and then elaborate any three of them with appropriate examples.	07
	(b)	Which are the different barriers to effective communication? Discuss strategies to overcome them.	07
Q.3	(a)	Enlist different types of Reading. Elaborate any three different types of Reading, depending on the type of reading material and objective of the reader.	07
	(b)	Elucidate the concept and importance of "Note Making".	07
Q.4	(a)	What facts do you know about the politicization of "Intolerance" issue? Give your apolitical opinion to settle the above mentioned issue peacefully.	07
	(b)	Write a note on "Paralinguistic features" of Non-verbal Communication.	07
Q.5	(a)	Write a letter of Complaint in Modified Block lay out on the following issue: You received a consignment containing 40 Computers from Satyamev Enterprise, Near Swastik Cross Roads, C.G. Road, Ahmedabad, in response to your Order for the same. You found 05 Computers were not in working condition, after installation. Make the necessary assumptions wherever required.	07
	(b)	Write an Application for the post of Assistant Technical Officer in response to the advertisement you read in "The Times of India" by Flexitech Industries Ltd, Moti Khavadi, Jamnagar. Make the necessary assumptions wherever required.	07
Q.6	(a)	Comment on the Barriers to Effective Listening.	07
	(b)	Write a narrative of the memorable journey/tour, you have had with your	07

(b) Read the following Paragraph Carefully and answer the Questions given below: 07

Dolphins are regarded as the friendliest creatures in the sea and stories of them helping drowning sailors have been common since Roman times. The more we learn about dolphins, the more we realize that their society is more complex than people previously imagined. They look after other dolphins when they are ill, care for pregnant mothers and protect the weakest in the community, as we do. Some scientists have suggested that dolphins have a language but it is much more probable that they communicate with each other without needing words. Could any of these mammals be more intelligent than man? Certainly the most common argument in favor of man's superiority over them that we can kill them more easily than they can kill us is the least satisfactory. On the contrary, the more we discover about these remarkable creatures, the less we appear superior when we destroy them.

1) What kind of creatures are dolphins regarded as?	02
2) Why do humans appear less superior compared to dolphins?	02
3) What does the passage say about the communication system of dolphins	? 02
4) Give an appropriate title to the paragraph?	01

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