

DiplETE – ET/CS (NEW SCHEME) – Code: DE99 / DC99**Subject: COMMUNICATION SKILLS & TECHNICAL WRITING****Time: 3 Hours****JUNE 2010****Max. Marks: 70****NOTE: There are 9 Questions in all.**

- Question 1 is compulsory and carries 20 marks. Answer to Q.1 must be written in the space provided for it in the answer book supplied and nowhere else.
- Out of the remaining EIGHT Questions answer any FIVE Questions. Each question carries 10 marks.

Q.1 Choose the correct or the best alternative in the following: (2×10)

a. Communication involves _____ of thoughts between two parties.

- (A) exchange (B) transfer
(C) transmission (D) dispatch

b. In downward communication, messages go from _____.

- (A) lower level to higher authority
(B) higher authority level to the lower levels
(C) one authority to another of equal level
(D) one department to another

c. Semantic barriers are caused by difference in _____.

- (A) age between sender and receiver
(B) environment
(C) individual understanding of meaning of words
(D) accepting other's ideas.

d. Unless you maintain _____ you cannot even hear what another person is saying.

- (A) discipline (B) silence
(C) order (D) none of these

e. Choose the subscription for a letter for job.

- (A) Yours sincerely (B) Yours truly
(C) Yours affectionately (D) Yours faithfully

f. _____ gives unity and coherence to your report and makes it a valuable document.

- (A) Comprehensiveness (B) Precision
(C) Analysis (D) Research

g. In group discussion, the most important quality is _____.

- (A) to remain silent (B) relevant participation
(C) active participation (D) dominant attitude

h. Antonym of opaque is _____.

- (A) Clear (B) Concrete
(C) Prominent (D) Conspicuous

i. Synonym of paucity is _____.

- (A) Surplus (B) Scarcity
(C) Presence (D) Richness

j. Interviews are conducted to bring out the _____ traits of the candidate.

- (A) personal (B) family
(C) personality (D) physical

**Answer any FIVE questions out of EIGHT questions.
Each question carries 10 marks.**

- Q.2** a. Differentiate between formal and informal channels of communication. List some of the merits of grapevine. (2+4)
- b. What are the advantages of electronic communication over the conventional ones? (4)
- Q.3** a. Describe some of the elements of formal writing. (6)
- b. What are the main points to remember while writing a 'Resume'? (4)
- Q.4** a. Describe some of the norms of how to communicate effectively in a pluralistic society like India. (6)
- b. Briefly comment on the following reading styles: (4)
- (i) Labeling
(ii) Skimming
(iii) Scanning
(iv) Sampling
(v) Studying
- Q.5** a. Distinguish between two styles of communication, viz., one way communication, and two way communication. (6)
- b. By what tactics can a speaker make his speech effective? (4)
- Q.6** a. Enumerate the points (with brief explanation) that are taken into consideration for writing a good report? (6)
- b. What are the methods of collecting data for writing a report? (4)
- Q.7** a. What skills are required to be developed for receiving telephone calls? (6)
- b. What skills are required for preparing Agenda and Minutes? (4)
- Q.8** a. What are the few questions that crop up in all interviews? (6)

b. Write a note on Psychrometric test. **(4)**

Q.9 India's teeming millions are a big deterrent to its economic development. Discuss. **(10)**