

Maulana Azad National Urdu University
Semester Examination, December 2023

Programme: UG

Semester: First

Title & Paper Code: Effective Communication BNEN101SEP

Time: 2 Hours

Maximum Marks: 35

Note: This question paper consists of three parts: Part-A, Part-B and Part-C. Number of words to answer each question is only indicative. Attempt all parts.

Part-A contains **5** compulsory questions of multiple choice/fill in the blank/very short answer type question. Answer all questions. Each question carries 1 mark. **(5x1=5 marks)**

Part-B contains **08** questions of which students are supposed to answer 05 questions. Answer each question in approximately 200 words. Each question carries 06 marks. **(5x4=20 marks)**

Part-C contains **03** questions of which students are supposed to answer 01 question. Answer each question in approximately 500 words. Each question carries 10 marks. **(1x10=10 marks)**

Part-A

1. Fill in the blanks with the correct answers.

- i. In the Communication process, the person who gets the message is called the _____.
- ii. Which LSRW Skill is the most commonly used communication skill?
- iii. Write one sentence using the word "message."
- iv. Define communication.
- v. _____ is an example of body language.

Part-B

2. Write a note on verbal communication skills.
3. Discuss non-verbal communication skills.
4. Explain the communication process with the diagram.
5. Draft a formal letter to the Dean of your School, applying for a leave of one week.
6. Write a notice inviting all BA students to attend a guest lecture on Effective Communication. Mention all the necessary details.
7. Compose an email to your course teacher requesting for the acceptance of the late submission of your assignment.
8. Your junior has called you to know how to prepare for exams. Write a telephonic conversation between you and your friend.

Part-C

9. Discuss some tips for effective public speaking.
10. Write some dos and don'ts for a successful job interview.