



Q.1. Answer the following Short Questions:

(6x5=30)

- i. Define communication and throw light on its barriers.
- ii. Differentiate between verbal and non-verbal communication.
- iii. What is the difference between editing and revising in writing process?
- iv. Explain teleconferencing. What are its advantages?
- v. Appearance sends silent message. Elaborate.
- vi. What is the difference between a resume and CV?

Q.2. Answer the following questions.

(3x10=30)

- i. Throw detailed light on the strategies for an effective presentation.
- ii. Writing is a process which involves different stages. What are those stages?
- iii. Write a memorandum for the employees of your organization reminding them to deposit Rs. 2000/ for annual dinner.