

<b>2E2001</b>	Roll No. _____	[Total No. of Pages : <b>3</b> ]
	<b>2E2001</b> <b>B.Tech. II Semester (Main &amp; Back) Examination, June/July - 2016</b> <b>201 Communication Techniques</b>	

**Time : 3 Hours**

**Maximum Marks : 80**  
**Min. Passing Marks : 26**

**Instructions to Candidates:**

*Attempt any five questions, selecting one question from each unit. All questions carry equal marks. (Schematic diagrams must be shown wherever necessary. Any data you feel missing suitably be assumed and stated clearly. Units of quantities used/calculated must be stated clearly.)*

**Unit - I**

1. a) Describe the meaning and process of communication (8)
- b) Describe the advantages and limitations of oral and written communication. (8)

**OR**

1. a) 'Communication is a two - way process'. Discuss. (8)
- b) Describe the various media of communication. (8)

**Unit - II**

2. a) Describe the 'Kinesics' and 'Haptics' mode of non - verbal communication. (8)
- b) Describe the major factors that determine the effectiveness of communication. (8)

**OR**

2. a) Describe different channels of communication. (8)
- b) Describe 'Proxemics' and 'vocalics' mode of communication. (8)

Unit - III

3. a) Describe environmental and language barriers (8)  
b) Describe interpersonal communication. (8)

OR

3. a) Discuss sender oriented barriers and methods of overcoming sender oriented barriers. (8)  
b) Describe the ways of enhancing effectiveness of professional communication. (8)

Unit - IV

4. a) Fill in the blanks with suitable verbs :
- i) Nobody \_\_\_\_\_ (know/knows) the trouble I have seen.
  - ii) The students and teachers each \_\_\_\_\_ (hope/hopes) for a new facility by next year.
  - iii) The books borrowed from the library \_\_\_\_\_ (is/are) on my desk.
  - iv) The girl or her classmates \_\_\_\_\_ (watch/watches) television everyday. (8)
- b) Insert suitable conjunctions :
- i) Promise me that you will phone me \_\_\_\_\_ (until/though/as soon as) you reach to the hospital. <http://www.rtuonline.com>
  - ii) She cuts the cake into small pieces \_\_\_\_\_ (but/ unless/sothat) there would be enough for everyone.
  - iii) The train had already left \_\_\_\_\_ (so/because/and) Rani had to walk to work.
  - iv) I shall be in the office \_\_\_\_\_ (unless/until/as) 6 O'clock, but after that I'll be at home. (8)

OR

4. a) Insert suitable relative pronoun and complete the sentence.
- i) Ramsingh is a friend of mine \_\_\_\_\_ lines in Bhopal.
  - ii) There is the bridge \_\_\_\_\_ we have to cross.
  - iii) The castle is a place \_\_\_\_\_ a king or queen lines.
  - iv) A lady \_\_\_\_\_ sister was crying tried to calm her. (8)

b) Correct the following sentences :

- i) Have you packed your luggages?
- ii) I who is standing here wrote that letter.
- iii) I, him and you must help that poor man.
- iv) John keats was a much leasned man. (8)

**Unit - V**

5. a) Assume that recently you have purchased a washing machine from Nima Electrical Equipments, Delhi. The appliance has not performed upto your expectations. Draft an e-mail informing the company about the cause of your dissatisfaction and seek an appropriate replacement in this regard. (8)
- b) Wanted a civil Engineer for Mahima Industries Pvt. Ltd. Apply for this post with resume. <http://www.rtuonline.com> (8)

**OR**

5. a) Assuming yourself as the sports officer of your college, place an order to Zima sports for 30 cricket kits and request to supply at earliest convenience. (8)
- b) What do you mean by telephone etiquettes? What are the do's and don'ts of telephonic conversation? (8)

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