

PART B — (5 × 16 = 80 marks)

11. (a) What is Spoken Communication? Explain the various types of Spoken communication with a neat diagram. (16)

Or

- (b) What is written communication? Explain the various types of documentation. Discuss the key points in designing user manuals. (16)
12. (a) What are the steps that are to be considered for good individual communication? What are the characteristics that make a person an excellent communicator? Give suitable examples. (16)

Or

- (b) What are the advantages of using visual aids during presentation? Detail on the various stages of a presentation and explain the key requisites of an effective presentation. (16)
13. (a) What is Video Conferencing? Explain the steps that are to be considered for effective video conferencing. Give its advantages and disadvantages. (16)

Or

- (b) (i) What are the pre-requisites to start a group communication?
(ii) On What basis do the judges of group communication evaluate the participants?
(iii) Is there any need for the usage of collaboration tools for group communication? Justify. (5 + 6 + 5)
14. (a) Explain the pros and cons in sending job applications (cover letter and bio data) as hard copy and by e-mail. Explain. (16)

Or

- (b) Explain the formats of any four types of technical reports. Give examples. (16)

15. (a) What is the role of standardization? Explain the role of processes and standards in documentation. (16)

Or

- (b) Write an essay on the impact of internet on documentation and the challenges faced in harnessing of technology. (16)
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