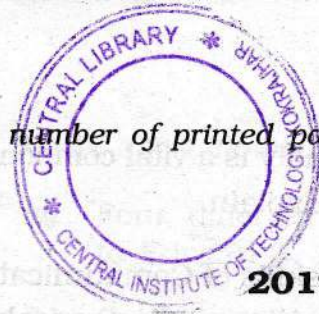


Total number of printed pages-3



53 (HU 601) PRCM

2019

**PROFESSIONAL COMMUNICATION**

Paper : HU 601

Full Marks : 100

Time : Three hours

***The figures in the margin indicate full marks for the questions.***

*Answer all questions.*

1. (a) Oral communication is more advantageous than written communication as you can clarify your points after observing the response of the receiver. Justify your answer. 10
- (b) Non-verbal communication plays a significant role in effectiveness of interaction. It is important to project oneself as positive and professional, not just by words, but through action as well. Explain. 10

Contd.

2. (a) "Leadership quality is a vital component of soft skills" Explain. 10

(b) The four basic skills of Communication Skills are listening, reading, speaking and writing. Explain in brief each of these. 10

3. (a) What do you mean by positive emotions and negative emotions? 10

(b) What are the reasons for poor interpersonal skills and how do we overcome them? 10

4. (a) Why do employers use Group Discussion as one of the instruments for assessing the suitability of candidates for job? Do you think GD to be a good selection tool? 10

(b) What are the elements that determine how successful a public speaker you are? Mention the essentials of good public speaking. 10

5. Write short notes on : 5x4=20

(a) Four different space zones according to Edward T. Hall

(b) Good e-mailer and bad e-mailer

(c) Cover Letter

(d) Resume/CV.

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