Total No. of Questions: 09

M.Sc.(Computer Science) (2015 & Onwards) (Sem.-1)
TECHNICAL COMMUNICATION

Subject Code: MSC-105 Paper ID: [A2191]

Time: 3 Hrs. Max. Marks: 60

## **INSTRUCTIONS TO CANDIDATES:**

- 1. SECTIONS-A, B, C & D contains TWO questions each carrying TEN marks each and students has to attempt any ONE question from each SECTION.
- SECTION-E is COMPULSORY consisting of TEN questions carrying TWENTY marks in all.

#### **SECTION-A**

- 1. Discuss 7 Cs of effective business communication.
- 2. Discuss importance of communication in business.

## **SECTION-B**

- 3. Elaborate SQ3R approach to reading.
- 4. Elaborate various strategies to improve listening.

#### **SECTION-C**

- 5. How to be an effective public speaker? Elucidate.
- 6. How can we overcome stage fright and avoid ambiguity?

#### **SECTION-D**

- 7. Suppose you are General Manager in a firm dealing in computer peripherals. Your company has received a complaint from a dealer that some of the items supplied by you were faulty. Draft a response letter to the dealer informing him about the action being taken on his complaint mentioning the details Imagine necessary details yourself.
- 8. What is an office memorandum? Explain with the help of an example.

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# **SECTION-E**

# 9. Answer briefly:

- a) Define informal communication.
- b) What is external communication?
- c) How should we interpret visuals?
- d) What do we mean by making inferences?
- e) List two disadvantages of oral communication.
- f) What are voice mails?
- g) What is an agenda?
- h) Give a list of elements of the structure of a report.
- i) What do you mean by "Q" in SQ3R approach to reading?
- j) Define 'Posture' in communication.

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