



UTTARAKHAND OPEN UNIVERSITY, HALDWANI (NAINITAL)

उत्तराखण्ड मुक्त विश्वविद्यालय, हल्द्वानी (नैनीताल)

BTS THIRD SEMESTER ASSIGNMENT

Programme Code: BTS12

Last Date of Submission: 15 JANUARY 2016

(जमा करने की अन्तिम तिथि: 15 जनवरी 2016)

Course Title: BUSINESS COMMUNICATION

Code: BTS 304

Year: 2015-16 (Summer)

Maximum Marks: 20

Section 'A' contains 08 short answer type questions of 2.5 marks each. Learners are required to answers 4 questions only. Answers of short answer-type questions must be restricted to 250 words approximately.

Briefly discuss the following:

1. Define Communication network.
2. Define Oral Communication.
3. Define Cross Culture Communication.
4. What is E-mail?
5. Describe the various categories of Kinesics.
6. What is the importance of effective public speaking?
7. What are the various types of listening?
8. Explain the role of body gestures in defining one's personality.

Section 'B' contains 04 long answer-type questions of 05 marks each. Learners are required to answers 02 questions only.

1. Define Communication. What are the various forms of communication?
2. Differentiate between passive, aggressive and assertive behavior. What are the advantages of having an assertive behavior?
3. Explain the process of communication in detail. What are the various barriers of communication? Explain with examples.
4. What is nonverbal communication? Also discuss the purpose of written communication in professional environment.