



Uva Wellassa University
Faculty of Management



1st YEAR 1st SEMESTER EXAMINATION – MARCH/APRIL 2011

ESS 101 -3/CMS 101-4 Communication Skills

Instructions to candidates:

- No. of pages : One (01)
 - No. of questions : Eight (08) Essay
 - Time : Three (03) Hours
 - Marks allocated : 100 Marks
- Answer any Four (04) questions.
Each question carries equal marks.

Index No:

1. Communication involves the sharing ideas and information. Justify.
2. Most people work hard to achieve their targets, but unable to achieve the expected results. What should be done in order to achieve a target successfully?
3. What should be the role of an interviewee?
4. Explain the characteristics of effective Public speaking and identify the difficulties of Public speaking.
5. Compare Interpersonal communication with Intra personal Communication and illustrate.
6. How does Self Esteem help in building up self confidence?
7. Describe the importance of Listening in Communication.
8. How do you identify the communication styles of various people? Explain using your knowledge on different communication styles.