



Uva Wellassa University – Badulla
1st Year 1st Semester Examination 2005/2006
CMS 101-4 Communication Skills

Index No

Time: 3 hours

Answer any **FOUR** questions

All questions carry equal marks.

1. Why does effective communication depend on feedback?
2. Explain how you should handle a business call involving a dissatisfied customer. Write your answer with examples.
3. Explain the joint functions of verbal and non verbal messages.
4. Describe the barriers of effective listening.
5. How do prioritizing and/or agenda setting help people to reach their goals?
6. How do the self concept and/or personality affect a person's ability to achieve his goals?
7. What are the steps to face an interview?