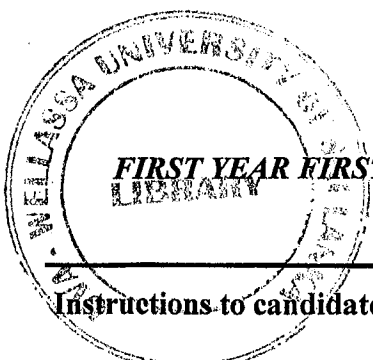


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**Uva Wellassa University**  
**Faculty of Management**



**FIRST YEAR FIRST SEMESTER EXAMINATION – FEBRUARY/MARCH 2012**

**ESS 101 - 3 Communication Skills**

**Instructions to candidates:**

- No. of pages : One (01)
- No. of questions : Ten (10) Essay
- Time allocation : Three (03) Hours
- Marks allocated : 100 Marks

Index Number:

Answer any five (05) questions.  
Each question carries equal marks.  
Question paper is not to be removed from examination hall.

01. Explain one of basic communication models and explain it by giving practical examples from day to day encounters.
02. Culture and communication has a strong interconnection. Justify.
03. Explain the similarities and differences between verbal and nonverbal communication.
04. Low self esteem can be developed through day to day motivation. Discuss.
05. Define Intrapersonal communication and what are the benefits you can get by monitoring your own intrapersonal communication?
06. How you can achieve interpersonal communication competence? Explain.
07. Explain the process of human perception and identify the influences over perception and how they affect communication process?
08. Differentiate hearing and listening and suggest the ways to improve active listening skills?
09. How to develop a topic in to a Public Speech? Clarify the Speech making process.
10. How non verbal communication helpful for an interview? Discuss.