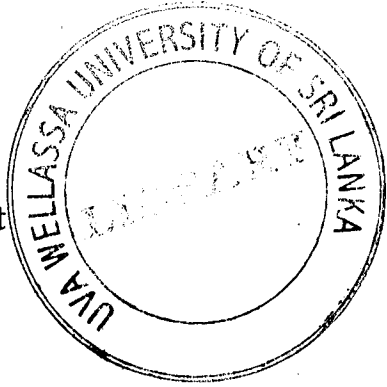


Uva Wellassa University
Faculty of Management



All Degree Programs

FIRST YEAR SECOND SEMESTER EXAMINATION –JANUARY/FEBRUARY 2016
ESD 111 - 1 Communication Skills

Instructions to candidates:

Answer two (02) questions by selecting at least one (01) question from Part A and one (01) question from Part B of your choice.

No. of pages	: One (01)
No. of questions	: Four (04) Essays
Time allocation	: One (01) Hour
Marks allocated	: 40 Marks

Part A

01. Communication is a process that involves the transmission of meaningful information from one party to another through the use of shared symbols. Explain the communication process by using basic communication models. (20 Marks)
02. The problematic areas which contribute at every stage in the process of communication is called as the "barriers of communication". Discuss the barriers of communication by providing relevant examples. (20 Marks)

Part B

01. When listening empathically you are not trying to gain information for your own purposes or to form judgment on what is said. Explain why empathic listening is necessary. (20 Marks)
02. Nonverbal communication is as important as verbal communication. Explain the importance of being mindful on nonverbal cues you send and receive. (20 Marks)