POST GRADUATE DIPLOMA IN INDUSTRIAL SAFETY (PGDINDS)

Term-End Examination December, 2024

MIS-026 : COMMUNICATION SKILLS FOR INDUSTRIAL SAFETY PERSONNEL

Time: 3 Hours Maximum Marks: 70

Note:(i) Attempt any **five** questions.

- (ii) All questions carry equal marks.
- 1. (a) What is the difference between panel and a group interview?
 - (b) You have resigned as the safety manager of a company. Design a set of five questions that you expect to be asked in your exit interview.

 7+7=14
- 2. (a) Write an abstract (**300** words) on a safety related topic of your choice.

- (b) Briefly explain the importance of research on Industrial safety. 7+7=14
- 3. (a) What is the importance of writing a covering letter and documenting the sources?
 - (b) Assume that you work with the general administration division of a university as Assistant Registrar. A tender was announced for opening a canteen on the campus. But due to some administrative reasons, the tender needs to be cancelled. Write a tender cancellation notice for uploading on the university website.

7 + 7 = 14

- 4. (a) Compare the *four* forms of communication. Which is the most effective form and why? Exemplify.
 - (b) Why is active listening important for developing good verbal skills? Discuss the aspects of verbal communication. 7+7=14
- 5. (a) What is the difference between programmed and non-programmed decisions?
 - (b) Discuss the approaches of conflict management. 7+7=14

- 6. Explain the elements that can help a person in mastering the language of communication. 14
- 7. (a) What is the difference between a leader and a manager?
 - (b) Explain a leadership theory of your choice.

7+7=14

- 8. Write notes on any *two* of the following: $7 \times 2 = 14$
 - (a) Reading skills
 - (b) Films as effective media of communication
 - (c) Language skills
 - (d) Folk media