

**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 : 7×2=14
- (a) Reading skills
- (b) Films as effective media of communication
- (c) Language skills
- (d) Folk media

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