

Subject : Communication Skills and Personality Development

Day : Saturday
Date : 09/04/2016



Time : 11.00 AM TO 02.00 PM
Max Marks : 70 Total Pages : 1

N.B.:

- 1) All questions are **COMPULSORY**.
 - 2) Figures to the right indicate **FULL** marks.
-

Q.1 Write short note on any **FOUR** of the following: **(20)**

- a) Communication in a two way process.Explain with any relevant example.
- b) Barriers in Cross – cultural communication.
- c) Maslow’s Hierarchy needs.
- d) Importance of Internet.
- e) Fax – a tool of telecommunication.

Q.2 Answer any **TWO** of the following: **(10)**

- a) List and explain any five points of effective communication.
- b) Discuss any five qualities of a good leader.
- c) Explain any five barriers in listening.

Q.3 Answer any **TWO** of the following: **(10)**

- a) How should a person be a good listener?
- b) What are the effects of emotions?
- c) Explain the various types of group.

Q.4 Answer any **TWO** of the following: **(10)**

- a) List the various causes and effects of stress.
- b) How can one be a better negotiator?
- c) Explain the differences between oral and written communication.

Q.5 Answer any **TWO** of the following: **(10)**

- a) How can one manage one’s time effectively?
- b) What is health and how should we lead a healthy life?
- c) Explain how personality is formed.

Q.6 Answer any **TWO** of the following: **(10)**

- a) State the importance of Videoconferencing.
- b) Explain the channels of non-verbal communication
- c) Differentiate between group and mass communication

* * * * *