

Subject : Communication Skills and Personality Development

Day : Saturday
Date : 08/10/2016

S.D.E.



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.

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- Q.1** Write short note on any **FOUR** of the following: **(20)**
- a) Hertz Berg theory of Motivation.
 - b) Role of Information Technology used in Business Communication.
 - c) Vertical Communication.
 - d) Advantages of E-mail.
 - e) Importance of good manners and etiquettes.
- Q.2** Answer any **TWO** of the following: **(10)**
- a) State the variables in Group Communication.
 - b) List and explain five points to ensure effective communication.
 - c) Briefly discuss any four types of leaders.
- Q.3** Answer any **TWO** of the following: **(10)**
- a) How can one be a better negotiator?
 - b) Explain how personality is formed.
 - c) How can you overcome Cross Cultural Communication Barriers?
- Q.4** Answer any **TWO** of the following: **(10)**
- a) Discuss the effects of stress with reference to health.
 - b) State the importance of Tele-conferencing.
 - c) What is Communication? List the basic and important forms of human communication.
- Q.5** Answer any **TWO** of the following: **(10)**
- a) How can one manage one's time effectively?
 - b) What are emotions and how are they caused?
 - c) Explain the channels of non-verbal communication.
- Q.6** Answer any **TWO** of the following: **(10)**
- a) What is health and how can we lead a healthy life?
 - b) Explain the differences between formal and informal communication.
 - c) List any two barriers in communication process and state how to overcome the two barriers you listed.

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