

**Subject : Communication & Personality Development**

Day : Thursday  
Date : 19/06/2014



Time : 10.00 AM TO 1.00 PM  
Max Marks : 80 Total Pages : 1

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**N.B.**

- 1) Answer any **FIVE** questions from Section-I & any **TWO** from Section-II.
  - 2) Answers to both the sections should be written in **SAME** answer book.
  - 3) Figures to the right indicate **FULL** marks.
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**SECTION - I**

- Q.1** Define communication. Explain the elements of communication process. (10)
- Q.2** Differentiate between verbal and non-verbal communication with examples. (10)
- Q.3** Explain various types of barriers to effective communication. (10)
- Q.4** Discuss the meaning of motivation with examples. (10)
- Q.5** "Everyone must learn negotiation skills"- Critically analyze this statement. (10)
- Q.6** Explain the usage of fax and telecommunications for effective communication. (10)
- Q.7** Write Short Notes on **ANY TWO** : (10)
- a) Good manners and etiquettes
  - b) Leadership
  - c) Cross cultural communication

**SECTION - II**

- Q.8** Outline the importance of Listening Skills. (15)
- Q.9** You have been appointed as the team leader for a BPO. Suggest how you will motivate your team for the effective performances. (15)
- Q.10** "With proper time management the employees can experience stress free atmosphere"- Comment on this statement. (15)

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