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Roll No 0810CA24DD24....

**MCADD-204**

**M.C.A (Integrated), II Semester**

Examination, June 2022

**Technical Communication and Personality  
Development**

*Time : Three Hours*

*Maximum Marks : 70*

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

ii) All questions carry equal marks.

1. Attempt any two questions.

- a) Communication is a two way process. Explain in this context the elements of communication process.
- b) Write the merits and limitations of verbal and non-verbal communication.
- c) What are the general or fundamental principles of an effective business letter?

2. Discuss about the barriers to communication.

3. 'Non-verbal means are more important than verbal means in oral-communication'. Discuss this statement, giving examples in support of your answer.

4. Write short note on the following:

- i) Importance of listening
- ii) Emotional intelligence

5. Attempt any two questions.
  - a) Write the top 10 soft skills and also brief them.
  - b) Write down the difference between hard skill and soft skill.
  - c) Explain the interpersonal skills in detail.
  
6. 'Leaders are inborn'. Do you agree? Explain it.
  
7. What do you mean by Conflict? How conflict can be removed amongst employees?
  
8. Attempt any two questions.
  - a) Write a cover letter to be sent with your resume in response to an advertisement for employment of engineers in BHEL, in a daily news paper.
  - b) Explain the nature and purpose of listening skill. What is the significance of effective listening?
  - c) What major points should be kept in mind while negotiating?

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