

K-1102

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[Roll No.]

**CVDMM-103/CVEOM-103/
CVTEE-103/CDSA-103**

**(CDSA/CVDMM/CVEOM/CVTEE)
Ist Semester Examination Dec., 2023**

**COMMUNICATION SKILL AND
PERSONALITY DEVELOPMENT**

Time : 2 Hours]

[Max. Marks : 100

Note :- This paper is of Hundred (100) marks divided into two (02) Sections 'A' and 'B'. Attempt the questions contained in these Sections according to the detailed instructions given there in. Candidates should limit their answers to the questions on the given answer sheet. No additional (B) answer sheet will be issued.

Section-A

Long Answer Type Questions 2×26=52

Note :- Section 'A' contains Five (05) Long-answer type questions of Twenty Six (26) marks each. Learners are required to answer any *two* (02) questions only.

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(1)

P.T.O.

1. What is the importance of reading in professional life ?
What are the techniques employed for reading faster ?
What methods can be employed for increasing understanding (comprehension) during reading ?
2. What is the importance of letters in official/business communication ? What are the different parts of a formal letter ? Write a formal letter, as the principal of your college, to a famous scholar inviting him/her for a talk at your college.
3. Describe the different uses of the telephone in official/business communication (communication within the office, with clients, etc.). How can official telephonic communication be made better ? What etiquette must one follow in telephonic conversation ?
4. How does vocational education help students in their career ? How does skill development programmes help in employment in the country ?
5. What is the use of presentations in workplace communication ? Explain and describe the importance of the content, non-verbal communication, and audience engagement in presentations.

Section–B

Short Answer Type Questions 4×12=48

Note :- Section ‘B’ contains Eight (08) Short-answer type questions of Twelve (12) marks each. Learners are required to answer any *four* (04) questions only.

1. Explain the communication process.
2. What are the points to consider when writing an essay ?
3. Write and explain the skills required for conducting interviews.
4. Write and explain the importance of different leadership skills.
5. Describe negotiations and conflict resolution skills. What outcome is desired in conflict resolution ?
6. Write and describe tile different personality traits.
7. What does stress affect a person’s Productivity ? What are the stress causing factors at the workplace ? How can one reduce stress ?
8. What is active listening ? How can one improve listening ?
