

A-1060

Total Pages : 3

Roll No. -----

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

Communication Skill and Personality Development

Program Code- CDSA/CVDMM/CVEOM/CVTEE/CCRT

1st Semester Examination 2024 (June)

Time: 2:00 hrs

Max. Marks: 100

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

P.T.O.

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Section-A (Long-Answer-Type Questions)

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.

[2x26=52]

- Q.1. What are the different purposes of communication at the workplace? What are the different flows of communication in an organization? State the barriers to effective communication? [26]
- Q.2. What is a business proposal? What are the different types of business proposals? Write the structure of a business proposal. [26]
- Q.3. What is the purpose of a resume? Write a sample resume for a fresher? What points can be included in a resume to make it more effective? [26]
- Q.4. "When employees work together as a team, they can produce higher-quality work." Do you agree with this statement? Support your agreement/disagreement with explanations and examples. [26]
- Q.5. How do habits form and how do they affect a person's personality? Explain habit cycle and illustrate Zeigarnik effect to increase productivity and have personal growth. [26]

Section-B (Short-Answer-Type Questions)

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. [4x12=48]

- Q.1. Describe the importance of non-verbal communication in professional communication. [12]
- Q.2. Describe the ways to overcome barriers in communication. [12]
- Q.3. Write a paragraph (minimum 150 words) on employment opportunities in India for the youth. [12]
- Q.4. Write a cover letter to the HR Head of an organization, applying for a job in their IT Department. [12]
- Q.5. What points should one keep in mind while making an official telephone call? Explain the preparation for the call, making the call, and follow-up. [12]
- Q.6. What is Business Ethics? Explain with examples. [12]
- Q.7. Describe the process of conflict resolution. Write the possible outcomes of a conflict resolution. Which outcome is the best? [12]
- Q.8. Describe different personality types. Which is the most suitable for a manager? [12]
