

MCA-424	MCA-14
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**M.C.A. DEGREE EXAMINATION –
JUNE 2009.**

Third Semester / Second Year

COMMUNICATION SKILLS

Time : 3 hours

Maximum marks : 75

PART A — (5 × 5 = 25 marks)

Answer any FIVE questions.

1. Describe the communication process.
2. Explain critical reading in your own words.
3. What are the causes of poor listening?
4. Write a note on nature of body language.
5. What do you know about brain storming?
6. What are the nonverbal communication cues?
7. What are the advantages of group discussion?

PART B — (5 × 10 = 50 marks)

Answer any FIVE questions.

8. 'Interpersonal communication does not happen in isolation' – elucidate this statement.
 9. Point out some strategies to improve your listening skill.
 10. What are the attributes of a good conversationalist?
 11. What are different types of interviews?
 12. Expedite the process of brainstorming technique.
 13. Briefly elaborate the negotiation techniques.
 14. Give some examples of nonverbal behavior and its body language interpretation.
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