

**M.C.A. DEGREE EXAMINATION –  
JUNE 2010.**

Second Year

**COMMUNICATION SKILLS**

Time : 3 hours

Maximum marks : 75

**PART A — ( $5 \times 5 = 25$  marks)**

Answer any FIVE questions.

1. Give an example of how a person's self-view can affect and be affected by his/her communication with other people.
2. List the various dimensions of non-verbal communications.
3. What are the points to be noted by an interviewer?
4. What are the four important components of language-related skill? Brief on them.
5. What is a Group Discussion? Is it similar to debate?

6. You are supposed to address a group of audience. What suggestions will help you in planning for the presentation?
7. Give and explain any five symbols that are in vogue for notes making.

PART B — ( $5 \times 10 = 50$  marks)

Answer any FIVE questions.

8. What are the various diagnostic models aiding in understanding oral communications?
9. What is downward communication? How would you arrest effectively the information loss in the process?
10. Name and explain the different interviews used in an organization?
11. What is paraphrasing? Also list the techniques and dos and donts of paraphrasing.
12. “The success of employment search largely depends on a candidate’s ability to design a persuasive résumé and an effective job application”. How do you subscribe to this view?

13. What do you mean by negotiation? What are the qualities of a good negotiator?
  14. “A voracious reader is a prolific writer; a good listener is an orator”. Narrate the inter-twinned nature of the skills set outlined by the statement.
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