

**Communication Skills (BCA307)**

Duration: 2 Hours

Max. Marks: 50

- Instructions: 1. All questions are compulsory.  
2. Figures to the right indicate maximum marks.  
3. Start each question on fresh page.

**Q. I. A. Write brief notes on the following:**

**(5)**

- I. Circle Pattern of Group Networks
- II. Who is the Interviewer?
- III. What is Inward Communication?
- IV. What are Visual aids?
- V. Explain the Benefits of Public Speaking

**Q. I. B. Match the following and rewrite the pairs:**

**(5)**

A	B
1. Edward T. Hall	a. suggests weakness and submission
2. Good Communicator	b. Non-verbal communication
3. Attitudinal Barrier	c. Empathetic
4. Downcast looks	d. Inward
5. External Communication	e. Stereotyping

**Q. II. Answer the following questions:**

- A) Briefly explain Feedback as a process of communication (2)
- B) Explain the process of encoding and decoding in the communication cycle (3)
- C) Write a short note on any one of the following: (5)
  - (i) In your daily conversations, what are the principles of effective communication as the communicator?
  - (ii) Through your daily observances, how do you interpret peoples Clothing and their appearance. Explain the Non-verbal cues these 2 methods of communication give out.

**Q. III. Answer the following questions:**

- A) What are Notes or Cue cards used for? (2)
- B) How must one conclude their presentation or speech (3)
- C) Write a short note on any one of the following: (5)
  - (i) While making a presentation on a technical project (completed by your Software Developers) before the client, what are the different kinds of visual aids you would use and why?
  - (ii) You are presenting before a group of your youngsters in the range of 16 to 21 years of age, how will you begin to deliver a strong and effective introduction through your presentation?

**Q. IV. Answer the following questions:**

- A) What is a Consensus? (2)
- B) Explain body posture and the meanings they convey. (3)
- C) Write a short note on any one of the following: (5)
  - (i) You are asked by Management to take a prospective client out on a business lunch to discuss the details of a software project and convince and win over the client for your IT Company. How will you decide on the ideal location, keeping in mind some of the barriers of communication that may disrupt your conversation at the business lunch. Elaborate.
  - (ii) You are presenting before a group of Software Project Managers. How will you present the Main body of the Presentation and yet ensure audience engagement throughout?

**Q. V. Answer the following questions:**

- A) Briefly state how an interviewee must conclude the interview. (2)
- B) How must the interviewee behave before the interviewers? (3)
- C) Write a short note on any one of the following: (5)
  - (i) You have obtained an interview with a leading IT company, what are the do's and don't's you should keep in mind when answering questions at the job interview?
  - (ii) What must the interviewee keep in mind when answering common or difficult questions?