

Seat No.: _____

Enrolment No. _____

GUJARAT TECHNOLOGICAL UNIVERSITY

MCA - SEMESTER- 1 EXAMINATION – WINTER 2018

Subject Code: 3610005

Date: 10-01-2019

Subject Name: Communications Skills

Time: 10.30 am to 1.00 pm

Total Marks: 70

Instructions:

1. Attempt all questions.
2. Make suitable assumptions wherever necessary.
3. Figures to the right indicate full marks.

- Q.1 (a)** Explain the following terms giving one example of each. **07**
1. Proxemics 2. Grapevine 3. Symposium
4. Parley 5. Clichés 6. Jargons 7. Memo
- (b)** Draw the block diagram of process of communication and explain its Components. **07**
- Q.2 (a)** What is a press conference? Explain the guidelines for effective press conference. Also, explain how to handle a press conference effectively. **07**
- (b)** Imagine yourself to be the instructor of a course in which 60 students have registered. Draft an email to be sent to all the students asking them to select a topic of their choice and prepare for a professional presentation of 10 minutes duration. **07**
- OR**
- (b)** Write a letter to decline the invitation from the organizers of a conference, who had invited you to deliver a session on Effective Speaking. **07**
- Q.3 (a)** What are the different types of job interviews? What are skills and attributes most employers look for in prospective employees? **07**
- (b)** What are various techniques used by technical writers for effective writing? **07**
- OR**
- Q.3 (a)** List group discussion techniques and explain the Delphi technique of Group Discussion. **07**
- (b)** State the etiquettes one must follow while making telephonic calls. **07**
- Q.4 (a)** Explain components of Research Paper. **07**
- (b)** What are the objectives of conducting meetings? What are the preparations required for conducting a meeting? **07**
- OR**
- Q.4 (a)** What is dissertation? Explain the structure of a dissertation. **07**
- (b)** Explain paralinguistic features of Effective Speaking. **07**
- Q.5 (a)** Discuss the negative effects that technology-oriented communication creates in organizations. **07**
- (b)** Write a short note on usage of technology in delivering a presentation. **07**
- OR**
- Q.5 (a)** What do you mean by negotiation? Describe the basic steps of negotiation. **07**
- (b)** Describe levels of Communication. **07**
