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B.C.A. F.Y. (Semester –I)

Examination December-2023

SEC - Enhancing Interpersonal Communication Skills

Seat No.

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[Time: Two Hours]

[Max. marks:25]

Student's Signature

Q.1 Answer in brief (Any Three)

(6)

- 1 What are Interpersonal skills?
- 2 Mention any two Interpersonal skills in brief.
- 3 What is the full form of S.M.A.R.T goals?
- 4 What is Emotional Intelligence (E.Q.) ?
- 5 What is Creative Problem Solving skill?
- 6 What is Active Listening?

Q.2 Explain the following question in detail (Any One)

(9)

2(A) Explain S.M.A.R.T. Goals in detail.

OR

2(B) What is Non-verbal communication? Explain Posture, Eye Contact and Gesture in detail.

Q.3 Short Notes (Any Two)

(10)

- 1 7 steps of effective decision making process.
- 2 Types of listening.
- 3 What is Proxemics? Explain the four zones of Proxemics briefly.
- 4 Paralinguistic features.