

S.D.E.

F.Y.B.A. (TOURISM STUDIES) : SUMMER - 2018
SUBJECT: COMMUNICATION SKILLS & PERSONALITY DEVELOPMENT

Day : **Wednesday**
Date : **18/04/2018**

S-2018-4118

Time : **11.00 AM TO 02.00 PM**
Max. Marks : 70

N.B.:

- 1) All questions are **COMPULSORY**.
 - 2) Figures to the right indicate **FULL** marks.
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Q.1 Answer any **FOUR** of the following **[20]**

- a) Write advantages and disadvantages of oral communication.
- b) Explain the determinants of personality.
- c) Explain functional and dysfunctional ways of handling communication.
- d) What is stress management? Explain stress management strategies.
- e) Explain the concept of teleconferencing and write the advantage of teleconferencing in education.

Q.2 Answer any **TWO** of the following **[10]**

- a) Differentiate between listening and hearing.
- b) What are the principles of effective oral communication.
- c) Explain the following terms:
 - i) Self-Analysis
 - ii) Self-Development
 - iii) Personality
 - iv) SWOT Analysis
 - v) Skill Analysis

Q3 Answer any **ONE** of the following **[10]**

- a) Explain various modes of communication.
- b) Explain various areas of self development.

Q4 Answer any **TWO** of the following **[10]**

- a) "Interpersonal skills is the great accomplishment of human beings". Comment
- b) What is Time management? What are the properties of time?
- c) Explain the importance of good health and avoiding stress.

Q5 Answer any **ONE** of the following **[10]**

- a) Explain the environmental barriers of communication.
- b) Explain the following terms:
 - i) Negotiation
 - ii) Emotional maturity
 - iii) Emotions
 - iv) Motivation
 - v) Emotional Intelligence

Q6 Answer any **TWO** of the following **[10]**

- a) List do's and don't's for good listening
- b) What is video conferencing? Write the advantages and disadvantages of the same.
- c) How are emotions related with stress?

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