

S.D.E.
F.Y.B.A. (TOURISM STUDIES) : WINTER - 2017

SUBJECT: COMMUNICATION SKILLS & PERSONALITY DEVELOPMENT

Day : Monday
Date : 30/10/2017

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

W-2017-3927

N.B.:

- 1) All questions are **COMPULSORY**.
- 2) Figures to the right indicate **FULL** marks.

Q.1 Answer any **FOUR** of the following **[20]**

- a) Write advantages and disadvantages of written communication.
- b) What are the various determinants of personality?
- c) What are emotions and how are they caused?
- d) Explain various types of teleconferencing.
- e) What is time management? Explain time wasters.

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

- a) What are barriers to listening?
- b) What are the objectives of communication?
- c) Explain the following terms:
 - i) Human skills
 - ii) Skills
 - iii) Skill analysis
 - iv) SWOT analysis
 - v) Self analysis

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

- a) Explain Physical and Psychological areas of self-development.
- b) What are various modes of communication?

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

- a) What is interpersonal communication? Explain its importance.
- b) What is stress management? Explain stress management strategies.
- c) What is time management? What are the effective ways of organizing time?

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

- a) Explain human barriers of communication.
- b) What are the self-defeating emotions? What are their duties?

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

- a) How does one listen well?
- b) Discuss various types of video conference system.
- c) Explain the importance of physical appearance and grooming.

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