

M.H.R.D. Semester-I Examination
MANAGERIAL SKILL DEVELOPMENT
Paper-103

Time : Three Hours]

[Maximum Marks : 80

Note :— (1) Attempt **ALL** questions.

(2) Figures to the right indicate full marks.

1. (a) Define the term managerial skills. Discuss its objectives and significance. 16

OR

(b) Explain the nature and importance of Technical Communication. 16
2. (a) What are the elements of communication process ? 4
(b) What is meant by 'Communication is a two-way process'? 4
(c) What is the difference between verbal and non-verbal communication ? 4
(d) Explain cross-cultural barriers to communication. 4

OR

(e) Explain any two methods of non-verbal communication. 4
(f) Define the term 'Paralanguage.' 4
(g) What are the principles of effective communication ? 4
(h) Write about the composition of speech. 4
3. (a) What are the features of good report ? 4
(b) What do you mean by 'C's of effective letter writing ? Explain. 4
(c) What is meant by e-communication ? 4
(d) What things should be avoided while writing a resume ? 4

OR

(e) Difference between Resume and C.V.. 4
(f) Explain the Do's and Dont's of business writing. 4
(g) What do you mean by Business Correspondence ? 4
(h) Explain different types of report in brief. 4
4. (a) What are the barriers to listening ? Explain some effective ways to overcome the barriers to listening. 16

OR

(b) What do you mean by public speaking ? Discuss the essentials of good public speaking. 16
5. (a) What is Brainstorming ? Explain. 4
(b) Explain the important elements of good paper writing. 4
(c) Define and explain the term Group Discussion. 4
(d) Write short note on Meetings. 4

OR

(e) What is IT enabled interview technique ? 4
(f) What is 'Case Analysis' ? Explain. 4
(g) What factors should be kept in mind while conducting an interview ? Explain. 4
(h) What are the pre-requisites of writing a good paper ? 4

