

M.C.A. - I (2 Years) New CBCS Pattern Semester-I  
**PSMCAT102 - Paper-II : Soft Skills and Personality Development**

P. Pages : 2

Time : Three Hours



**GUG/W/23/13636**

Max. Marks : 80

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- Notes : 1. All questions are compulsory and carry equal marks.  
2. Draw neat and labelled diagram and use supporting data wherever necessary.  
3. Avoid vague answers and write specific answer related to questions.

**Either:**

1. a) Describe communication situation in brief. 8  
b) What are the guidelines for business articles. 8

**OR**

- c) Explain communication and enlist the purpose of communication. 8  
d) Explain different sounds of English Vowels. 8

**Either:**

2. a) Give the importance of movement and Body portions in Non-verbal communication. 8  
b) Explain with example poor vs Healthy self esteem. 8

**OR**

- c) How one can practice self compassion? 8  
d) Write a note on concept of a positive self talk. 8

**Either:**

3. a) Explain with example impact of positive and negative thoughts. 8  
b) Give steps to create master plan. 8

**OR**

- c) Explain with example purpose of doing SWOT analysis. 8  
d) Enlist conducive conditions for enthusiasm. 8

**Either:**

4. a) Write and explain steps to introduce yourself with Grace. 8  
b) Give 5 steps to Better listening. 8

**OR**

- c) Write a note on **8**
- i) Phone etiquette
  - ii) E-mail etiquette
- d) Give the importance of time management. **8**
- 5.** Solve all the questions.
- a) Explain role of communication in Business. **4**
  - b) Explain the importance of Gesture in Non – verbal communication. **4**
  - c) Explain how a person can have positive attitude. **4**
  - d) Enlist the importance of team work. **4**

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