

Roll No.

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Total No. of Pages : 02

Total No. of Questions : 09

BA (JAMC) (Sem.-3)

INTERPERSONAL COMMUNICATION SKILLS

Subject Code : BAJMC-305-18

M.Code : 76748

Date of Examination : 21-12-2022

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

1. **SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.**
2. **SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt any FOUR questions.**
3. **SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.**

SECTION-A

1. **Write briefly :**
 - a) Personal development
 - b) Self-talk
 - c) Communication
 - d) Active listening
 - e) Gesture
 - f) Interpersonal Communication
 - g) Ways of non verbal communication
 - h) Facial expression
 - i) Psychological skills
 - j) Self-assertion

SECTION-B

2. Write a note on spiral of personal development.
3. Discuss the importance of listening.
4. Differentiate between verbal and non- verbal communication.
5. Enumerate the major barriers to communication.
6. What are the ways to improve your communication skills?

SECTION-C

7. *'Listening is the cornerstone of effective communication.'* Comment.
8. What is self -esteem? What are the ways a person can improve their own self - esteem?
9. *'Non-verbal communication is more effective than verbal communication.'* Comment.

NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.