
 SURESH GYAN VIHAR UNIVERSITY <small>Accredited by NAAC with 'A' Grade</small>		INTERNAL ASSIGNMENT - 1
Course	BCA	Business Communication Skills
Semester	1	
Total Marks:	15	

Q.1. Write answers for any two questions from below. (5 marks each – Word limit – 500)

- A. Discuss in detail group dynamics with examples.
- B. Define art of listening. Explain the barriers of listening.
- C. Discuss importance of Interpersonal relationship. Enumerate steps for its improvement.

Q.2. Write short notes on all of the following topics (1 mark each - Word limit - 100)

- A. Strength of Attitude
- B. Listening skills
- C. Significance of listening.
- D. Stress Management Techniques
- E. Definition of Communication

 SURESH GYAN VIHAR UNIVERSITY <small>Accredited by NAAC with 'A' Grade</small>		INTERNAL ASSIGNMENT - 2
Course	BCA	Business Communication Skills
Semester	1	
Total Marks:	15	

Q.1. Write answers for any two questions from below. (5 marks each – Word limit – 500)

- A. Define Silent Communication. Write a note on a) Body Language b) Proximity.
- B. What is Conflict Management? Discuss various styles of Conflict Management.
- C. List and explain various benefits of Listening.

Q.2. Write short notes on all of the following topics (1 mark each - Word limit - 100)

- A. Conflict Management
- B. Process of Communication
- C. Forms of Communication
- D. Communication Gap
- E. What is Time management?