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

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

- A. Write short notes on a) Self-Assessment Instrument. b) Interpersonal Inventory
  
- B. What are the communication skills that are needed for a successful Manager? Explain with examples.
  
- C. Explain the need for right posture in interviews.

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

- A. Importance of attitude
  
- B. Define emotional intelligence
  
- C. Types of listening
  
- D. Barriers to effective time management
  
- E. Significance of Interpersonal Relationships and communication

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

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

- A. Define art of listening. Explain the barriers of listening.
  
- B. Write short notes on a) Emotional Dissonance b) Emotions at workplace
  
- C. Briefly outline the importance of goals

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

- A. Definition of Communication
  
- B. Importance of goals
  
- C. Measures to manage stress
  
- D. Conflict Management
  
- E. The function of attitude