

**K. J. SOMAIYA INSTITUTE OF MANAGEMENT STUDIES AND RESEARCH**

**Subject: - Communication and Soft Skills**

**End Semester Examination**

**MCA SEM - III Batch (2016 – 2019)**

**Date: 16/11/2017**

**Maximum**

**Marks: 25**

**Day: Thursday**  
**hrs**

**Duration: 02**

**Note: Use examples to illustrate the points in all your answers.**

**Q. 1. Answer any two of the following questions:**

**(2 x 5 =**

**10)**

- A. With the help of examples explain the objectives of listening.**
- B. Discuss any four obstacles to Effective Listening.**
- C. Explain any four measures that can help one practise Effective Listening.**

**Q. 2. Answer any two of the following questions:**

**(2 x**

**5 = 10)**

- A. Why is Body Language important?**
- B. What measures can one take to ensure that one's presentation is effective?**
- C. Evaluate any two methods of Public Speaking.**

**Q. 3. Answer any one of the following questions:**

**(1 x 5 =**

**05)**

- A. Explain the differences between IQ and EQ.**
- B. Discuss how Aggressiveness, Passivity, and Assertiveness are different from each other.**

-----End of Paper-----