

COURSE:BCA

Semester -IV

COURSE TITLE:Introduction to Soft Skill & Team Building

Note: -Attempt All Questions

1. Define Communication and describe its scope.
2. Explain the factors of effective written communication.
3. Define Interview. Explain the various interview technique.
4. Sound of smile is louder than voice of lips.” Explain it with reference to the body language communication.
5. What is Art of Listening? Explain principles of Good Listening.
6. What do you mean by Feedback ? Explain its process and importance.
7. What do you mean by Group Decision-making? Explain Conflict and Negotiations of Group Decision-making
8. What is resume? What information is included in resume?
9. Write short notes:(a) Mock Interview (b) Public Relations
10. What are the five basic of business etiquette?