

END TERM EXAMINATION

FIRST SEMESTER [BCA] DECEMBER-2015

Paper Code: BCA 103

Subject: Technical Communication

Time : 3 Hours

Maximum Marks :75

Note: Attempt any five questions.

- Q1. a) Discuss the 7Cs of communication. (7.5)
b) Explain the barriers of effective communication. (7.5)
- Q2. Write a short note on:
a) Kinesics (7.5)
b) Para Language (7.5)
- Q3. a) What is Technical Communication? Explain its need and importance. (5)
b) Explain the importance of style in technical communication. (5)
c) Discuss technology as an aid to technical communication. (5)
- Q4. a) Discuss the importance of Audio Visual aids in making presentations effective. (7.5)
b) Explain the elements of a formal report. (7.5)
- Q5. a) Discuss the principles of good listening. (7.5)
b) Explain the qualities of a good speaker. (7.5)
- Q6. What is a conflict? Explain the steps involved in the negotiation process. Suggest the strategies for conducting successful negotiations. (15)
- Q7. Explain the following briefly: (5x3=15)
a) Business Etiquette in different situations.
b) Time management for an executive.
c) Steps involved in planning a meeting.

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