



AJEENKYA

D Y PATIL UNIVERSITY

End Term Examination (December 2018)

School: School of Management

Program: B.Com

Course: Personality Development

Course Code: GEX157

Semester: I

Max Marks: 20

Duration (mins): 60

Note: Figures at the right indicate full marks.

Q 1.State whether the following statements are true or false: (4)

- i. Hearing is a passive process.
- ii. While shaking hand with anyone, we should avoid making eye contact with the person.
- iii. While giving any presentation, we should not follow the 80/20 rule of eye contact.
- iv. In a communication cycle, reading is the skill that comes first.

Q 2.Answer the following Questions. (Any two) (6)

- i. Mention three barriers of listening.
- ii. Mention any 6Cs of communication.

Q 2.Answer the following Questions. (Any two) (10)

- i. Mention any five types of non-verbal communication and explain briefly.
- ii. Write any five types of communication barriers. Explain in brief.
- iii. What is PREP format? What is it used for? Explain in brief.