

MAHARASHTRA AGRICULTURAL UNIVERSITIES EXAMINATION BOARD, PUNE
SEMESTER END EXAMINATION

B.Tech. (Agricultural Engineering)

Semester	: I (New)	Term	: I	Academic Year	: 2019-20
Course No.	: AS-EXTN 111	Title	: Communication Skills and Personality		
Credits	: 2(1+1)		: Development		
Day & Date	: Tuesday, 31.12.2019	Time	: 10.00 to 12.00	Total Marks	: 40

- Note :
1. Solve ANY EIGHT questions from SECTION "A".
 2. All questions from SECTION "B" are compulsory.
 3. All questions carry equal marks.
 4. Draw neat diagrams wherever necessary.

SECTION "A"

- Q.1 Define the term 'Personality'. Explain the process of Personality Development.
- Q.2 What to you mean by body language? Explain in brief the use of different body languages.
- Q.3 Define verbal and non-verbal communication. Comment on interpersonal communication.
- Q.4 Enlist different communication barriers. Write the techniques of overcoming the communication barriers.
- Q.5 Define attitude and explain different types of attitudes.
- Q.6 What is conflict? Write different techniques for management of conflict.
- Q.7 What is time management? Explain need and importance of time management.
- Q.8 Define communication. Explain in brief different communication skills.
- Q.9 Comment on 'Self esteem' and 'Self confidence'.
- Q.10 Define leadership and comment on 'Group Dynamics'.

SECTION "B"

- Q.11 State True or False.

- 1) Voice modulation is not necessary to engage the listener.
- 2) Learned and experienced staff is the strength of an organization.
- 3) Speaking style is one of the aspects of telephone etiquettes.
- 4) Sharing personal details is not necessary in self introduction.

- Q.12 Match the following pairs.

'A'

- 1) Executive support
- 2) Forming
- 3) Speak in a soft tone
- 4) Audience

'B'

- a) Basic element of public speaking
- b) Telephone manners
- c) Team work
- d) Team building

