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| **SESSION** | **February/MARCH 2024** |
| **PROGRAM** | **Bachelor of CoMPUTER APPLICATIONS (BCA)** |
| **SEMESTER** | **II** |
| **course CODE & NAME** | **DCA\_1204 COMMUNICATION SKILLS AND PERSONALITY DEVELOPMENT** |
| **CREDITS** | **4** |

**Set- Ist**

**1. Elaborate the types of Communication in detail**

**Ans:**

**1 Verbal communication**

When an infant cries, the mother rushes to her side, to see if the baby is hurt or has soiled herself. If it is mealtime, when the baby cried, the mother feeds the baby. The cry of the baby communicated the need of the baby to her mother. Although crying is not speaking, the mother was able to understand the baby's need. This shows that speaking alone is not communication. We already know that we can use writing to communicate. Communication through speech is called Oral communication. Communication by means of written material

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**2. Explain SQ3R method used in reading skills.**

**Ans:** SQ3R Technique of Reading This technique of reading is evolved by Robinson in his book "Effective Study" (1970). SQ3R stands for the initial letters of the five steps in studying a text. Survey S Question Q Read R Recall R Review R

**Let us briefly go through these steps in the given order:**

**1. Survey:** Survey refers to a quick glance through the title page, preface, chapter headings of a text. By surveying, you will be able to gauge the main ideas of the text. Besides, the

**3. Discuss the different Types of Business Letter in detail.**

**Ans:Different Types of Business Letter:-**

**Complaint letter:** Writing a ‘complaint letter’ is often an undesirable task, but if it is done well, the end result can be very rewarding.

Complaint letters can be used for the purpose of having products replaced or money refunded, for changing company policy or government legislation, for influencing the media, and so forth.

Often a complaint letter is more effective than a simple phone call or e-mail message.

**Set- 2ND**

**4. What do you understand by the term” Personality”. Explain in detail its various categories.**

**Ans:Personality** is an individual difference that lends consistency to a person's behaviour. Personality is defined as a relatively stable set of characteristics that influence an individual's behaviour. For our purposes, you should think of personality as the sum total of ways in which an individual reacts and interacts with others.

**Categories of Personality**

A personality trait may be defined as an enduring attribute of a person that appears constantly

**5. Explain the various theories of Time Management.**

**Ans:**Time management is a set of skills, tools, and systems that help you use your time to accomplish what you want in an efficient way. Time is often equated with money, and just as we often find ourselves short of cash, we also find ourselves with short of time.

**The various applications of Time Management cover almost all areas of our life, some**

**6. Discuss the different kinds of leaders found in the workplace. Throw some light on application of Johari Window for understanding self.**

**Ans:**

**Types of Leaders in the Workplace:-**

Different types of leaders can be found in the workplace, each with distinct characteristics and approaches to leadership.

**Here are some common leadership styles:**

**Autocratic Leaders:**

**Characteristics:** Make decisions unilaterally, with little input from team members. They are