

TILAK MAHARASHTRA VIDYAPEETH, PUNE
MASTER OF COMMERCE (M.COM)

EXAMINATION: MAY - 2025

SECOND SEMESTER

Sub: Effective Communication & Personality Development (MCAE-212)

Date: 9/05/2025

Total marks: 60

Time: 10.00am to 12.30pm

Instruction: 1) All questions are compulsory.

2) Figures to the right indicate full marks.

Q.1 Answer the following questions. (Attempt any two) (32)

1. State the types of meeting and elaborate various meeting roles.
2. What is meant by emotional intelligence? What are its essential elements?
3. Explain the functions of external communications and briefly state its types.
4. State the barriers to effective communication.

Q.2 Answer the following.(Attempt any two) (16)

1. Which important roles are played by internal communication in an organization?
2. Describe the key aspects of personality development.
3. State how to overcome the barriers in Presentation Skills.
4. Explain the 7 C's of Oral Communication.

Q.3 Write Short notes.(Attempt any three) (12)

1. Informal Communication
 2. Importance of business communication
 3. Physical Barriers
 4. Diversity and intercultural communication
 5. Importance of managing meetings effectively
 6. Candour
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