

Programme: BCA
 Course: Communication Skills
 Course Code:3CAEC102
 Enrolment no. _____

 Full Marks: 70
 Time: 3 Hrs.

Q.No.	Questions	CO	Bloom Taxonomy Category	Marks
Section I				
1	Short Answer type questions.			4 x 5 = 20
a	Explain the elements of the communication process.	CO1	Understand	
	or			
b	Discuss verbal mode of communication.	CO1	Understand	
	or			
c	Compare reading skills and writing skills.	CO2	Analyze	
	or			
d	Listening is key to all effective communication. Describe.	CO2	Remember	
	or			
e	Explain different styles of writing.	CO3	Analyze	
	or			
f	Discuss how sensible writing is different from general writing.	CO3	Understand	
	or			
Section II				
	Long Answer type questions.			3 x 10 = 30
2	Evaluate the role of communication in today's world. Stress on the importance of communication in formal atmosphere.	CO1	Evaluate	
	or			
3	Explain the various barriers in the process of communication with reference to how to eliminate those barriers.	CO1	Analyze	
	or			
4	Classify the difference between writing a paragraph and an essay.	CO3	Analyze	
	or			
5	Explain written communication skills.	CO3	Analyze	
	or			
6	Good telephone etiquette is critical for the success of your business. Discuss.	CO4	Understand	
	or			
7	Certain problems in telephonic conversations arise due to lack of body language, and eye contact. Judge.	CO4	Evaluate	
	or			
Section III				
	Application based questions			1 x 20 = 20
8	Why digital literacy important? Formulate.	CO4	Create	
	or			
9	Analyze problems faced by new learners in the field of digital literacy.	CO4	Analyze	

COURSE OUTCOME

CO1: Overcoming common communication problems.

CO2: Effectively using non-verbal communication.

CO3: Effectively using digital media to communicate messages.

CO4: Becoming an empathetic listener and inculcating listening skills and inculcating effective communication skills.