LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034

M.A. DEGREE EXAMINATION – **ENGLISH LITERATURE**

FIRST SEMESTER – APRIL 2017

16PEL1MC04 - DYNAMICS OF COMMUNICATION THEORY AND APPLICATION

Date: 05-05-2017   Dept. No.   Max. : 100 Marks
Time: 09:00-12:00

I.   Write elaborate answers on any **FIVE** of the following in about 200 words each:

(5 X 8 = 40)

1. Importance of soft skills

2. Lateral thinking

3. Qualities an effective leader should emulate

4. Characteristics of Highly Cohesive Teams

5. The importance of nonverbal communication

6. Interview Structure

7. Characteristics of cohesive team

8. Viable steps to improve influencing skills

II.   Answer the following in about 500 words each: (2 X 20 = 40)

9. Enumerate the characteristics of an Effective Public Speaker.
                OR
    How would anyone motivate others using effective communication?

10.   How can Time Management be learnt? Illustrate.
                    OR
    Discuss the Problem Solving Procedure

III.   Read the following passage and answer the questions that follow it.

(4 X 5= 20)

Moving Beyond the Bench: From Technical Expert to Confident and Successful Team Leader.

THE CLIENT: A newly promoted IT specialist stepped into a management role for the first time.

THE CHALLENGE: Having always worked independent of others and excelled at her job, she now had to achieve results through her team and work with people throughout the organization to be successful. As this included developing working relationships with many non-tech types she was experiencing growing frustration at how difficult people seemed to be to deal with. She felt her future with the company would be short lived if she could not find a way to handle the difficult people entering her work-life.

THE GOAL: Develop the skills she needed to achieve results working with and through others and reduce the frustration of working with people outside her area of expertise.

THE SOLUTION: She signed up for a program especially developed for IT specialists, involving an educational component, a skills development portion and individual mentoring. Unlike other training sessions she had been involved in, this one was spread over a period of time. This allowed for reflection and feedback on new actions and behaviours she was experimenting with in the workplace and provided a sounding board for new approaches so that she didn't feel in over her head without support.

THE **RESULTS:** The biggest 'learning' for her was that *"people aren't really trying to be difficult – they're just so different from me!"* Once she discovered how to recognize the different characteristics innate in a person's style, she used what she'd learned about people's preferences to tailor her approach. With practice she became very good at achieving the results she desired when working with others. Her level of confidence in dealing with others, especially those outside the IT community, increased with time and she felt much more at ease. Her frustration at having to deal with people in general and those not like her specifically disappeared as her ability to achieve the goals assigned to her team rose and her overall performance as a team leader improved dramatically. Furthermore, she no longer worried that "poor people skills" would sink her career.

11. What is the importance of interpersonal relationship in managing

     people?

12. What does IT specilaist gain in dealing with those outside the IT

     community?

13. What, according to you, are 'poor people skills'?

14. What are the steps that IT Specialist take to become job fit?

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