

Total Pages : 3

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May-2025

BCA (DS)/BCA-IIInd SEMESTER  
Communication Mediation and Resolution  
(AEC-102-V/ENG-LL-23-02)

Time : 3 Hours

Max. Marks : 75

*Instructions :*

1. *It is compulsory to answer all the questions (1.5 marks each) of Part-A in short.*
2. *Answer any four questions from Part-B in detail.*
3. *Different sub-parts of a question are to be attempted adjacent to each other.*

**PART-A**

1. (a) What is zero-sum communication? (1.5)  
(b) What do you understand by the term 'Root Cause Analysis'? (1.5)  
(c) What is critical thinking? (1.5)  
(d) Write a note on mediation. (1.5)  
(e) What is the importance of reasoning while communicating? (1.5)

311206/840/111/103

286 [P.T.O.]



- (f) What is win-win communication? (1.5)
- (g) What is 'hasty generalization'? (1.5)
- (h) What is brainstorming? (1.5)
- (i) What is the importance of role-play in problem solving? (1.5)
- (j) What is active listening? (1.5)

### PART-B

2. (a) Explain in detail the 7C's of effective communication. (10)
- (b) Discuss in brief *five* reasons of conflict. (5)
3. (a) Differentiate between inductive and deductive reasoning. Support your answer with an example. (5)
- (b) What do you understand by logical fallacies? Discuss at least *five* different kinds of fallacies by giving examples of each. (10)
4. What do you understand by arbitration? Explain various guiding principles that should be followed by the arbitrator while arbitrating. (15)
5. (a) Briefly discuss the barriers to effective communication. (5)
- (b) Explain in detail various methods of conflict resolution. (10)

6. Write short notes on any *three* of the following : (15)
  - (i) Cognitive Skills.
  - (ii) Diversity.
  - (iii) Adaptability.
  - (iv) Collaboration.
7. (a) Two employees are constantly arguing over project responsibilities, creating tension in the team. One employee claims the other is taking credit for their work. How would you mediate this dispute? (10)
- (b) Discuss *five* strategies of problem solving. (5)