

May 2024

BCA/BCA(DS) - II SEMESTER

Communication, Meditation and Resolution (CMR)

(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) Why must a mediator be neutral? (1.5)
- (b) How can role-playing help in mediation? (1.5)
- (c) Briefly describe the importance of 'collaboration' in conflict resolution. (1.5)
- (d) What is the role of a mediator? (1.5)
- (e) Why is adaptability important in negotiation? (1.5)
- (f) Give an example of an ad hominem fallacy. (1.5)
- (g) Why is 'root-cause analysis' important? (1.5)

- (h) What is a "logical fallacy"? (1.5)
- (i) Name one strategy to overcome communication barriers. (1.5)
- (j) Give two reasons for conflicts in communication. (1.5)

PART-B

- 2. (a) Explain the "divide and rule" strategy within the context of critical thinking and how it can be a problem-solving tool. (7.5)
- (b) Describe the differences between inductive and deductive reasoning, providing examples where each can be applied effectively. (7.5)
- 3. (a) Identify and explain three common barriers to effective communication, and also give examples of each. (7.5)
- (b) List and explain three logical fallacies and illustrate with example how they can impact critical thinking. (7.5)
- 4. What are the 7C's of Communication and how do they enhance effective communication? (15)
- 5. (a) Discuss the role of active listening in conflict resolution and how it can help to find out underlying issues in a dispute? (7.5)
- (b) Describe the process of creative communication and how it can be employed to less manage diversity and adaptability challenges in team environments. (7.5)

- 6. (a) Explain the concept of brainstorming in conflict resolution and how it can lead to effective problem-solving strategies? (7.5)
 - (b) What are the key qualities of an effective mediator, and how do they contribute to successful dispute resolution? (7.5)
 - 7. Why is it important for a mediator to understand the needs and offers of both sides in a dispute? List some methods a mediator might use to help the parties come together and find a middle ground. (15)
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