



- C) Explain the following terms in one or two lines (5M)
- i) Communication.
  - ii) Decoding
  - iii) Curriculum Vitae
  - iv) Autocratic Style Leader
  - v) Red Style of negotiation
- Q.2 Attempt the following: (Any THREE) (15M)
- A Write a note on Barriers to listening.
  - B Discuss in brief the process of communication.
  - C Explain the etiquettes of Video Conferencing.
  - D Discuss the four quadrants of Johari's window.
  - E What is the need for Emotional Intelligence?
  - F Write a note on Phone Etiquette.
- Q.3 Attempt the following: (Any THREE) (15M)
- A What is a Resume?
  - B Discuss the techniques to combat stage fright and deliver a perfect presentation.
  - C What is Second or On-Site Interview?
  - D Write a note on Topical-based Group Discussion.
  - E Discuss any five tips that help in improving one's Interview Skills.
  - F Which are the traits evaluated in Group Discussions?
- Q.4 Attempt the following: (Any THREE) (15M)
- A Write a short note on Six Thinking Hat Method.
  - B How does one nurture Ethics?
  - C What is the need and importance of capacity building?
  - D What are the salient features of corporate culture?
  - E Describe the Laissez-faire style of leadership.
  - F Discuss any five Fundamentals of negotiation.
- Q.5 Attempt the following: (Any THREE) (15M)
- A Write a short note on Email Etiquette.
  - B Explain Individual Interview.
  - C What is the Democratic style of leadership?
  - D Write a note on Web Interview Etiquette.
  - E Discuss any 5 modes of training at workplace.