

- N.B.** 1) All questions are compulsory.
2) Figures to the right indicate marks.
3) Draw suitable diagrams and illustrations wherever necessary.
4) Mixing of sub-questions is not allowed.

Q. 1 Attempt All the Questions

A. Choose the correct alternative

(5M)

- i. _____ thinking enables to have feeling of security and confidence.
a) Neutral b) Positive
c) Negative d) None of these
- ii. _____ is one of the component of non-verbal communication and body language.
a) Sleeping b) Shouting
c) Facial expression d) None of these
- iii. Relationship Management is _____ type of competency
a) Personal b) Non-personal
c) Social d) None of these
- iv. The _____ etiquette includes both phone and email etiquette.
a) technology b) social
c) professional d) none of these
- v. _____ is related to coming out with completely new ideas and processes.
a) Creativity b) Sensitivity
c) Productivity d) None of these

B. Fill in the blanks (Choose one from the pool)

(5M)

{ red hat, black hat, functional, non-functional, Best, Better, defer, deter, interview, discussion }

- i. _____ is associated with exercising caution; preventing mistakes; being critical; assessing potential danger.
- ii. _____ resume format is important for people who have varied job experiences.
- iii. BATNA refers to _____ alternative to a negotiated agreement.
- iv. The 4 Ds of Email Decision Making include delete, do, delegate and _____.
- v. _____ is a purposeful talk between two people.

C. Explain the following terms in one or two lines (5M)

- i. Nurturing hobbies at work
- ii. communication
- iii. Ideas for Learning
- iv. Leadership Trends
- v. Individual Interview

Q.2 Attempt the following: (Any THREE) (15M)

- A. Briefly outline the importance of creativity and motivation.
- B. Write a note on significance of communication.
- C. Highlight on the methods of communication in a digital world.
- D. Write a note on etiquette at meetings.
- E. Write a note on skills to develop emotional intelligence.
- F. Write a note on Johari's Window.

Q.3 Attempt the following: (Any THREE) (15M)

- A. Briefly describe how to develop a cover letter.
- B. List and explain in brief the different types of resumes.
- C. Briefly outline about the measures to coping up with Stage Fright and Anxiety.
- D. Write a note importance of work ethics.
- E. Write a short note on using visual aids in presentation.
- F. Write a note on zones of learning.

Q.4 Attempt the following: (Any THREE) (15M)

- A. Write a note on Post-interview Behavior.
- B. Write a note on Web interview Etiquette.
- C. What are the steps of decision making? Explain.
- D. What are the healthier ways to Combat Stress?
- E. List some important Preparatory steps for Job Interviews.
- F. Highlight on the important aspects of Group Discussions.

Q.5 Attempt the following: (Any THREE) (15M)

- A. List steps of Pre-interview Preparation.
- B. What are the problems in the absence of work ethics?
- C. List and explain about the team development stages.
- D. Write a note on types of group discussion.
- E. What are the key aspects of informal interview?
