

QP Code :17810**(3 Hours)****[Total Marks : 80**

- N.B :** (1) Question no. 1 is **compulsory**.
 (2) Answer any **four** of the remaining **six** questions.
 (3) Answers to the questions should be grouped and written together.
 (4) **Figures** on the **right** indicate **full** marks assigned to the question.
 (5) **Do not reveal your identity** in the letters and reports

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| 1. | (a) What is the meaning of personality? What are the determinants of personality? | 10 |
| | (b) What are the cross-cultural barriers to communication? What are the methods of overcoming them? | 10 |
| 2. | (a) What is meant by Emotional Intelligence? How important is it in the IT industry? | 8 |
| | (b) What are the Do's and Don'ts of an interview? | 7 |
| 3. | (a) Explain the factors to be kept in mind while writing a business e-mail. | 8 |
| | (b) What is the role of counseling in managing stress? | 7 |
| 4. | (a) What is meant by non-verbal communication? Explain any three in detail. | 8 |
| | (b) What is the role of grapevine as an informal channel of communication in an organization? | 7 |
| 5. | (a) As General Secretary of the Students' Council draft a notice along with the agenda for a meeting of the Students' Council to plan the Annual Technical Fest to be held in your college. | 8 |
| | (b) Write the minutes of the meeting for the same. | 7 |
| 6. | (a) What are the strategies for conducting a successful business meeting? | 8 |
| | (b) What are the traits of a good leader? | 7 |
| 7. | Write short notes on any three :— | 15 |
| | (a) Motivation | |
| | (b) Team building | |
| | (c) Assertiveness | |
| | (d) Attitude. | |