

Time 3 Hrs**Total Marks 80****Instructions to the candidates:-**

- (i) Question No 1 is compulsory.
- (ii) Answer any four (4) of the remaining six (6) questions.
- (iii) Answers to the questions should be grouped and written together.
- (iv) Figures on the right indicate full marks assigned to the question.
- (v) Do not reveal your identity in the letters and reports

- Q1. (a) What do you understand by the word "Communication". Explain the five elements of Communication. Elaborate with the help of example. 10
- (b) Explain few of the psychological barriers to communication. How do they affect Communication in a Business context 10
- Q2. (a) Explain the difference between Verbal and Nonverbal Communication. Explain any four types of Nonverbal Communication 08
- (b) What are the different types and determinants of Personality? How does personality influence organisational behaviour? 07
- Q3. (a) Draft the notice with agenda for a meeting of the Student's council to organize the Blood Donation Camp in your College. 08
- (b) Write Minutes of Meeting for the above 07
- Q4. (a) What are the techniques to be followed in Pre-Interview and during an Interview? 08
- (b) What are the Dos and Don'ts of a good group discussion? 07
- Q5(a) Explain Five Stage Model of Group Development 08
- (b) Explain Stress Management with respect to the Organization 07

Q6. (a) Write an application with CV to apply for the post of Senior Software Engineer in ABC

Infotech

08

(b) Write a Letter of enquiry to a catering service for arranging a small party at your office.

Q7 Write short notes on any three:-

- (a) Time Management.
- (b) Motivation.
- (c) Leadership.
- (d) Emotional Intelligence

07

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