QP Code : 515502

(3 HOURS)

TOTAL MARKS:80

Note: 1) Question 1 is compulsory.
2) Attempt any four out of remaining six questions
3) All questions carry equal marks

Q-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
Q-2)	a)	What is meant by Emotional Intelligence? How important it is in the Industry?	8
	b)	What are the traits of good leader?	7
Q-3)	a)	What is meant by motivation? Explain Maslow's theory of motivation.	8
	b)	Explain the 7C's of communication?	7
Q-4)	a)	What is stress? How it can be managed? What methods organizations can adopt to reduces stress levels of their employees?	8
	b)	What is the difference between team and a group? What are the characteristics required for the team to be effective?	7
Q-5)	a)	Write an application with CV to apply for the post of senior software engineer in XYZ INFOTECH.	8
	b)	Explain the SMART Goal terminology with suitable example?	7
Q-6)	a)	Explain grapevine communication and its importance in an organization?	8
	b)	Explain the five stage model of group development?	7
Q-7)		Write short notes: (any three)	15
	a.	Email etiquette	
	b	Decision making	
	c	Group discussion skills	
	d	Time management	