

- 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. Recognising emotions, understanding emotions, regulating emotions are examples of \_\_\_\_\_ competencies.
  - a) professional
  - b) personal
  - c) interpersonal
  - d) social
- ii. Emotional intelligence is made up of \_\_\_\_ core skills.
  - a) four
  - b) six
  - c) three
  - d) five
- iii. The three element that combine to make 3M model of communication include message, media and \_\_\_\_\_.
  - a) Motive
  - b) Material
  - c) Meaning
  - d) Measurable
- iv. WATNA stand for \_\_\_\_\_ Alternative to a Negotiated Agreement.
  - a) Worst
  - b) White
  - c) Wise
  - d) None of these
- v. The success of a company depends greatly on the \_\_\_\_\_ and development of its employees.
  - a) responsibility
  - b) motivation
  - c) salary
  - d) none of these.

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

(5M)

{*Transcription, Communication, Blue hat, Red hat, Shorter, Longer, Meeting, Six, Interview, four*}

- i. \_\_\_\_\_ is defined as the transfer of information through exchange of speech, messages, signs, visual effects, behaviour etc.
- ii. \_\_\_\_\_ is associated with process-control, overview, agenda of thinking steps, summaries, conclusions, decisions.
- iii. Resumes are \_\_\_\_\_ than curriculum vitae.
- iv. \_\_\_\_\_ is a purposeful talk between two people.
- v. De Bono's proposed the \_\_\_\_\_ Thinking Hats Method.

[TURN OVER

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

- i) Johari's Window
- ii) Scannable Resume
- iii) Traits
- iv) Job Enrichment
- v) Impact of positive and negative thinking

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

- A. Briefly describe the components of Emotional Intelligence.
- B. What is 3M Model of Communication? Explain.
- C. Write a note on non-verbal communication.
- D. Highlight the characteristics of communication in digital world.
- E. Write a note on Technology Etiquette.
- F. Write a short note on virtues of listening.

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

- A. Differentiate between resume and curriculum vitae.
- B. What is meant by cover letter? Highlight its importance.
- C. Briefly describe the steps in planning a presentation.
- D. Write a note on types of interview.
- E. Difference between Group Discussion, Panel Discussion and Debate.
- F. What is the importance of work ethics?

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

- A. What is capacity building? List various strategies for capacity building.
- B. What are the traits of a good leader? Explain.
- C. What are the different stages of team building?
- D. Highlight the significance of decision making and negotiation.
- E. Write a note on decision making techniques.
- F. What are the signs of stress? What are its sources?

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

- A. Write a note on interview skills.
- B. Write a note on negotiation styles.
- C. What are the healthier ways to combat stress? Explain.
- D. List and describe about types of teams.
- E. Write a note on 4 Ds of Email Decision Making.