

(2½ Hours)

[Total Marks: 75]

- N.B. 1) All questions are compulsory.
 2) Figures to the right indicate marks.
 3) Illustrations, in-depth answers and diagrams will be appreciated.
 4) Mixing of sub-questions is not allowed.

Q.1 Attempt all. (Each of 5 marks)**(15)****A) Choose the correct alternative.****(5)**

- (i) _____ is not a component of emotional intelligence.
 (a) Recognising emotions (b) Motivating yourself
 (b) Self-awareness (d) Regulating emotions
- (ii) To select the content of your presentation, you should know:
 (a) The audience's need (b) The time limit
 (c) The available material (d) Your purpose
- (iii) _____ are integral part of the organisations for decision making.
 (a) Panel Discussion (b) Group discussion
 (b) Presentation (d) Negotiation
- (iv) Out of following verbal Communication is _____
 (a) Gesture (b) Debate
 (c) Facial Expression (d) Physical appearance
- (v) Elements of Capacity Building are _____
 (a) Cross-training, Formal training, Mentoring
 (b) Partnership, Organizational development, Civil society management
 (c) Cross-training, Formal training, Civil society management
 (d) Partnership, Formal training, Civil society management

B) Fill in the blanks.**(5)**

{Personality development, Positive thinking, Black, Purple, Light, Stress, Case, Chronological, Functional }

- (i) _____ enables to have a feeling of security and confidence.
 (ii) _____ interviews are conducted to find out how the candidate behaves in stressful situation.
 (iii) _____ hat is used for preventing mistakes.
 (iv) _____ resume is important for people who have varied job experiences.
 (v) _____ style negotiators represents a fusion of Red and Blue style negotiation.

C) Define following terms in one or two lines.**(5)**

- (i) Curriculum Vitae
 (ii) Non-verbal communication
 (iii) Matrix Team
 (iv) BATNA
 (v) Creativity

Q.2 Attempt the following:(ANY THREE) (Each of 5 marks) (15)

- (a) Give a description of various digital communication technologies (any five).
- (b) Explain competencies of EI.
- (c) Mention Email Etiquette.
- (d) Discuss GSC's 3M model of communication.
- (e) Write a note on Johari's Window.
- (f) Write fundamentals of good listening (any five).

Q.3 Attempt the following:(ANY THREE) (Each of 5 marks) (15)

- (a) List and describe the modes of delivering an effective presentation.
- (b) What are pre-interview preparations?
- (c) Explain in detail types of GD.
- (d) Discuss background information one must pursue about company before interview.
- (e) Write a short note on basic sections of resume.
- (f) What are traits identified in Group Discussion?

Q.4 Attempt the following:(ANY THREE) (Each of 5 marks) (15)

- (a) Explain De Bano's theory.
- (b) List and explain any four decision making techniques.
- (c) What are strategies of capacity building?
- (d) How hobbies will help one to develop creativity at workplace?
- (e) Discuss points to be taken care of for fruitful negotiation.
- (f) What are benefits companies will obtain in presence of ethical values?

Q.5 Attempt the following:(ANY THREE) (Each of 5 marks) (15)

- (a) Differentiate between IQ and EQ.
- (b) What is Scannable resume? Explain in brief.
- (c) Explain any five ethical values one must owe in corporate sector.
- (d) Give brief explanation on communication process
- (e) Discuss ways to combat stage fright and deliver a presentation.
