

Note: All questions are **compulsory**.
All questions carry **equal** marks.
Draw **neat, labelled diagrams** wherever necessary.

Q.1 Attempt the following (Any four)**[20 Marks]**

- Explain Johari's Window with a diagram.
- State five points to create a positive image of yourself.
- Explain Relationship Management.
- What is Process Theory? Explain Vroom's Expectancy Theory and Adam's Equity Theory.
- Explain the Etiquettes of phone and video conferencing.
- How does one nurture Ethics?

Q.2 Attempt the following (Any four)**[20 Marks]**

- Explain the importance of non-verbal cues.
- Differentiate between Resume and CV.
- How to prepare for a pre-interview?
- Differentiate between Group discussion, Panel discussion and Debate.
- Explain different format of resume.
- How to improve communication skill?

Q.3 Attempt the following (Any four)**[20 Marks]**

- How to plan and prepare a presentation?
- What is the need and importance of capacity building?
- What is the use of the Six thinking hat method?
- Explain any two leadership styles.
- Discuss any five fundamentals of negotiation.
- What are the sign of Stress? What are sources of Stress?

Q.4 Attempt the following (Any four)**[15 Marks]**

- State the different ways to know yourself.
- What is the definition of Emotional Intelligence and define its components?
- Write definition of the interview and also Explain the Stress Interview.
- Explain the characteristics of email etiquette.
- What is decision making? Explain steps for decision making.
- Write short notes on CV.
