

(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)**

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

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

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

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

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

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

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

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