

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. The _____ model emphasises and influences soft skills, interpersonal relationships, empathy, cooperation and intergroup development.
 - a) Shannon window
 - b) Moran's Window
 - c) Johari's window
 - d) social
- ii. Communication is viewed in stages, which represent thinking, _____ and _____.
 - a) encoding, decoding
 - b) remembering, decoding
 - c) decoding, remembering
 - d) encoding, remembering
- iii. The three components of emotional intelligence viz. recognizing emotions, understanding emotions and regulating emotions fall into _____ competencies.
 - a) professional
 - b) interpersonal
 - c) personal
 - d) non-professional
- iv. Applying the _____ thinking hats method to the problems faced in the organisation, can solve them really fast.
 - a) Six
 - b) Seven
 - c) Five
 - d) Two
- v. WATNA stand for _____ Alternative to a Negotiated Agreement.
 - a) White
 - b) Worst
 - c) Wise
 - d) Wiser

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

(5M)

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

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

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

- i. Curriculum Vitae
- ii. Scannable Resume
- iii. Leadership Traits
- iv. Job Enrichment
- v. Red Style Negotiation

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. Technology etiquette is as important as any other protocols. Justify.
- D. Write a note on the importance of Non-Verbal cues.
- E. What are the characteristics of good Listening? Explain
- F. Why is Emotional Intelligence important in soft skill development?

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 informal interview and its importance.
- E. Difference between Group Discussion, Panel Discussion and Debate.
- F. Explain what is stress interview?

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.
- E. Discuss the necessities of negotiation.
- F. What are the signs of stress? What are sources of stress?

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

- A. Highlight the essential characteristics of email etiquette.
- B. Write a note on Self-awareness as a competency of Emotional Intelligence.
- C. Write a note on Describe the Autocratic Style of leadership.
- D. List and describe about types of teams.
- E. Write a note on 4 Ds of Email Decision Making.