

- N.B. (1) All questions are compulsory.  
(2) Figures to the right indicate marks.  
(3) Answers to the same question must be written together.  
(4) Mixing of sub-questions is not allowed.

**Q.1 Answer the following (Attempt any Four) [20marks]**

- What are soft skills? Discuss its importance in professional life.
- Write short note on positive Thinking.
- Explain any three theories of ethics with an example.
- Discuss the components which encompasses Emotional Intelligence.
- What are the issues faced by an organization in absence of ethics? Explain with an example.

**Q.2 Answer the following (Attempt any Four) [20marks]**

- What is non-verbal communication? Explain its types.
- Discuss various types of interviews.
- State the difference between oral and written communication.
- Discuss the advantages and disadvantages of debates.
- Explain the following concept in brief with example.
  - Phonetics
  - Intonation
  - Accents

**Q.3 Answer the following (Attempt any Four) [20marks]**

- Define presentation skills and elaborate on the Importance of presentation skills.
- Explain the various Zones of Learning.
- Write short note on Stress Management.
- Elaborate on "The Six Thinking Hats Method".
- State the different Leadership Styles.

**Q.4 Answer the following (Attempt any Five) [15marks]**

- What are the advantages of team Building?
- What is the significance of Creativity in Workplace?
- Elaborate the job recruitment process.
- Discuss the dos and don'ts of panel discussion.
- Explain in brief any 3 theories of motivation.
- What is professional Etiquette? What is the role in our work life.

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