

(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
yourself

(b) Motivating

(b) Self-awareness
Regulating emotions

(d)

(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.

{ 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.

(5)

C) Define following terms in one or two lines.

(5)

(i) Curriculum Vitae

(ii) Non-verbal communication

(iii) Matrix Team

(iv) BATNA

(v) Creativity

58559
of 2

Page 1

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.
