

(2 ½ 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 5Marks)**

(15M)

**(a) Multiple Choice Questions**

- i) \_\_\_\_\_ is sent by the receiver to the sender in communication process
  - a. Message
  - b. Feedback
  - c. Email
  - d. website
- ii) \_\_\_\_\_ is the fundamental to successful communication
  - a. Hearing
  - b. Listening
  - c. Feedback
  - d. Body movement
- iii) The ideology in negotiation that one side's gain is other side's loss is also called
  - a. zero sum
  - b. value creation
  - c. non-zero sum
  - d. purple style
- iv) Which of the following is not an Online Learning Programme?
  - a. OCW
  - b. Coursera
  - c. ZOPA
  - d. Khan Academy
- v) \_\_\_\_\_ resume combines best features of two resume formats
  - a. hybrid
  - b. scannable
  - c. chronological
  - d. functional

**(b) Fill in the blanks**

(Sharing, Positive, Self-Management, On-site, Neutral, Networking, Self-Awareness, Case, Donaldson-Feilder, Edward De Bono)

- i) \_\_\_\_\_ thinking enables to have a feeling of security and confidence.
- ii) After clearing first-round interview, the interviewer calls you for the \_\_\_\_\_ interview
- iii) \_\_\_\_\_ is vital to professional growth and success.
- iv) \_\_\_\_\_ suggests to practise four Ds of Email Decision Making
- v) \_\_\_\_\_ is a training to control our feelings and impulses and channelize them in positive ways.

**(c) Answer in 1 - 2 sentences**

- i) What is a scannable resume?
- ii) State the GSC's 3 M Model of Communication
- iii) Define Emotional Intelligence
- iv) Full form of BATNA
- v) What is an interview?

**Q. 2 Attempt the following (Any THREE)**

(15M)

- (a) What is non verbal Communication? Explain the importance of nonverbal cues
- (b) Differentiate between EQ and IQ

- (c) Describe any 5 email etiquettes
- (d) State and explain the five steps of communication process
- (e) What do you mean by the barriers to listening? Explain any four barriers to listening.
- (f) Discuss the four quadrants of Johari's window

**Q. 3 Attempt the following (Any THREE) (15M)**

- (a) What is a cover letter? Why is it needed? What are its three essential parts?
- (b) State and explain the presentation delivery modes
- (c) List the types of interview and explain any two
- (d) Write a note on Individual Traits for Group Discussions.
- (e) Differentiate between resume and CV
- (f) Short note on the seating arrangements in a GD

**Q. 4 Attempt the following (Any THREE) (15)**

- (a) Write a short note on Six Thinking Hat Method.
- (b) Define ethics. List down ways to nurture ethics
- (c) What are some of the opportunities or training provided by organisations for their employees to hone their skills and enhance their abilities?
- (d) List and explain salient features of corporate culture
- (e) What are the different signs of stress?
- (f) State and explain different decision-making techniques

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

- (a) State and explain the components of non-verbal communication
- (b) List pre-interview steps for job interviews
- (c) Write a note on Topical-based Group Discussion.
- (d) What is capacity building? why is it important? What are the three elements of capacity building?
- (e) Which values can help to inculcate ethics in life?

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