

- C) Explain the following terms in one or two lines (5M)
- Communication.
 - Decoding
 - Curriculum Vitae
 - Autocratic Style Leader
 - Red Style of negotiation

- Q.2 Attempt the following: (Any THREE) (15M)
- Write a note on Barriers to listening.
 - Discuss in brief the process of communication.
 - Explain the etiquettes of Video Conferencing.
 - Discuss the four quadrants of Johari's window.
 - What is the need for Emotional Intelligence?
 - Write a note on Phone Etiquette.

- Q.3 Attempt the following: (Any THREE) (15M)
- What is a Resume?
 - Discuss the techniques to combat stage fright and deliver a perfect presentation.
 - What is Second or On-Site Interview?
 - Write a note on Topical-based Group Discussion.
 - Discuss any five tips that help in improving one's Interview Skills.
 - Which are the traits evaluated in Group Discussions?

- Q.4 Attempt the following: (Any THREE) (15M)
- Write a short note on Six Thinking Hat Method.
 - How does one nurture Ethics?
 - What is the need and importance of capacity building?
 - What are the salient features of corporate culture?
 - Describe the Laissez-faire style of leadership.
 - Discuss any five Fundamentals of negotiation.

- Q.5 Attempt the following: (Any THREE) (15M)
- Write a short note on Email Etiquette.
 - Explain Individual Interview.
 - What is the Democratic style of leadership?
 - Write a note on Web Interview Etiquette.
 - Discuss any 5 modes of training at workplace.