

- 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. _____ thinking enables to have feeling of security and confidence.
 - a) Neutral
 - b) Positive
 - c) Negative
 - d) None of these
- ii. _____ is one of the component of non-verbal communication and body language.
 - a) Sleeping
 - b) Shouting
 - c) Facial expression
 - d) None of these
- iii. Relationship Management is _____ type of competency.
 - a) Personal
 - b) Non-personal
 - c) Social
 - d) None of these
- iv. The _____ etiquette includes both phone and email etiquette.
 - a) technology
 - b) social
 - c) professional
 - d) none of these
- v. _____ is related to coming out with completely new ideas and processes.
 - a) Creativity
 - b) Sensitivity
 - c) Productivity
 - d) None of these

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

(5M)

{ red hat, black hat, functional, non-functional, Best, Better, defer, deter, interview, discussion }

- i. _____ is associated with exercising caution; preventing mistakes; being critical; assessing potential danger.
- ii. _____ resume format is important for people who have varied job experiences.
- iii. BATNA refers to _____ alternative to a negotiated agreement.
- iv. The 4 Ds of Email Decision Making include delete, do, delegate and _____.
- v. _____ is a purposeful talk between two people.

- C. Explain the following terms in one or two lines** (5M)
- i. Nurturing hobbies at work
 - ii. communication
 - iii. Ideas for Learning
 - iv. Leadership Trends
 - v. Individual Interview

Q.2 Attempt the following: (Any THREE) (15M)

- A. Briefly outline the importance of creativity and motivation.
- B. Write a note on significance of communication.
- C. Highlight on the methods of communication in a digital world.
- D. Write a note on etiquette at meetings.
- E. Write a note on skills to develop emotional intelligence.
- F. Write a note on Johari's Window.

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

- A. Briefly describe how to develop a cover letter.
- B. List and explain in brief the different types of resumes.
- C. Briefly outline about the measures to coping up with Stage Fright and Anxiety.
- D. Write a note importance of work ethics.
- E. Write a short note on using visual aids in presentation.
- F. Write a note on zones of learning.

Q.4 Attempt the following: (Any THREE) (15M)

- A. Write a note on Post-interview Behavior.
- B. Write a note on Web interview Etiquette.
- C. What are the steps of decision making? Explain.
- D. What are the healthier ways to Combat Stress?
- E. List some important Preparatory steps for Job Interviews.
- F. Highlight on the important aspects of Group Discussions.

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

- A. List steps of Pre-interview Preparation.
- B. What are the problems in the absence of work ethics?
- C. List and explain about the team development stages.
- D. Write a note on types of group discussion.
- E. What are the key aspects of informal interview?