

- Note :** 1) All Questions are compulsory.
 2) Figures to right indicate marks.
 3) Draw suitable diagrams.
 4) Mixing of Sub-question is not allowed.

Q.1 A) Attempt All (Each of 5 marks)
Multiple choice Questions

(15)
(05)

- 1) _____ is sent by the receiver to the receiver to the sender in communication process.
 a) Message b) Feedback c) Email d) Website
- 2) _____ is not a component of emotional intelligence.
 a) Motivating yourself b) Self – awareness
 c) Recognizing emotions d) Regulating emotions.
- 3) There is clear distinction between _____ and hearing.
 a) Understanding b) Talking c) Listening d) Chatting
- 4) _____ are an integral part of the organizations for decision making.
 a) Interview b) Group Discussion c) Conferences d) Debate
- 5) _____ is one of the component of non-verbal communication and body language.
 a) Shouting b) Sleeping c) Facial Expression d) None of these

B) Fill in the blanks

[Six, Black, Purple, feedback, Five, stress, Positive thinking, personality Development]

- i) _____ hat is used for preventing mistakes.
- ii) A _____ is sent by the receiver to the sender.
- iii) The _____ Thinking Hats Method was proposed De Bono.
- iv) _____ interviews are conducted to find out how the candidate behaves in stressful situation.
- v) _____ enables to have a feeling of security and confidence.

(05)

C. Answer in 1-2 Sentences

- i) Non-Verbal communication
- ii) What is an Interview?
- iii) Scannable Resume
- iv) Curriculum vitae
- v) Leadership Traits

(05)

Q.2. Answer the following (Any three)

(15)

- a) Mention Internet Etiquette.
- b) Discuss GSC's 3M model of communication.
- c) Discuss the four quadrants of Johari Window.
- d) Briefly describe the components of Emotional Intelligence.
- e) Write a short note on virtues of listening.
- f) Write a note on significance of communication.

Q.3. Attempt the following (Any Three)

(15)

- a) Explain in detail types of group discussion.
- b) Differentiate between resume and CV.
- c) List the types of Interview and explain any two.
- d) List and describe the modes of delivering an effective presentation.
- e) Write a note on importance of work ethnics.

Q.4. Attempt the following (Any Three)

(15)

- a) Define Ethics. List down ways to nurture ethics.
- b) Write a short note on Six Thinking Hat Method.
- c) Write a note on decision making techniques.
- d) Write a note on Web interview Etiquette.
- e) List and explain salient features of corporate culture.
- f) How hobbies will help one to develop creativity at work place?

Q.5. Attempt the following (Any Three)

(15)

- a) Give brief explanation of communication process.
- b) Which values can help to inculcate ethics in life?
- c) List pre-interview steps for job interviews.
- d) Write a note on negotiation styles.
- e) What are the healthier ways to combat stress?
- f) Write a note on Topical-based Group Discussion.
