

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) Sending \_\_\_\_\_ is much quicker and easier than writing letters.
  - a) telegram
  - b) messages
  - c) emails
  - d) fax
- ii) There is a clear distinction between \_\_\_\_\_ and hearing.
  - a) Talking
  - b) Listening
  - c) Understanding
  - d) Chatting
- iii) \_\_\_\_\_ can improve the understanding of your idea and add spice to your presentation.
  - a) Visual aids
  - b) Talking
  - c) Questioning
  - d) Introducing
- iv) \_\_\_\_\_ are an integral part of the organisations for decision making.
  - a) Interview
  - b) Group Discussion
  - c) Conferences
  - d) Debate
- v) Applying the \_\_\_\_\_ thinking hats method to the problems faced in the organisation, can solve them really fast.
  - a) Six
  - b) Seven
  - c) Five
  - d) Two

**B) Fill in the blanks:**

**(5M)**

{*argument, ethics, negotiation, receiver, sender, idea, leader, message*}

- i) A \_\_\_\_\_ first has to conceive an idea to communicate something with someone.
- ii) A \_\_\_\_\_ is sent by the receiver to the sender.
- iii) Lack of \_\_\_\_\_ can generate a lot of negativity and animosity among the workers.
- iv) The true \_\_\_\_\_ moves with the team and make things happen.
- v) A \_\_\_\_\_ is basically an act of giving and taking.

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

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

- A Write a note on Barriers to listening.
- B Discuss in brief the process of communication.
- C Explain the etiquettes of Video Conferencing.
- D Discuss the four quadrants of Johari's window.
- E What is the need for Emotional Intelligence?
- F Write a note on Phone Etiquette.

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

- A What is a Resume?
- B Discuss the techniques to combat stage fright and deliver a perfect presentation.
- C What is Second or On-Site Interview?
- D Write a note on Topical-based Group Discussion.
- E Discuss any five tips that help in improving one's Interview Skills.
- F Which are the traits evaluated in Group Discussions?

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

- A Write a short note on Six Thinking Hat Method.
- B How does one nurture Ethics?
- C What is the need and importance of capacity building?
- D What are the salient features of corporate culture?
- E Describe the Laissez-faire style of leadership.
- F Discuss any five Fundamentals of negotiation.

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

- A Write a short note on Email Etiquette.
- B Explain Individual Interview.
- C What is the Democratic style of leadership?
- D Write a note on Web Interview Etiquette.
- E Discuss any 5 modes of training at workplace.