(2 ½ Hours)

N.B. 1) All questions are compulsory.

2) Figures to the right indicate marks.

[Total Marks: 75

	3) Draw suitable diagrams and illustrations wherever necessary.	
	4) Mixing of sub-questions is not allowed.	
h 16		18
	Attempt All the Questions	*
A)		(5M)
i)	a much quicker and caster man whiche	()
	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 thethinking 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,	(01.17)
"	message }	
i)	A first has to conceive an idea to communicate	
2020	something with someone.	
ii)	Ais sent by the receiver to the sender.	
ii)	Lack ofcan generate a lot of negativity and animosity	
	among the workers.	
v) .	The true moves with the team and make things	
	happen.	
v)		
* 7	Ais basically an act of giving and taking.	

C)	Explain the following terms in one or two lines	(5M)
ii)	Communication. Decoding	
iii)	Curriculum Vitae	
	Autocratic Style Leader	
v)	Red Style of negotiation	
•)		
0.2	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?	
В	Discuss the techniques to combat stage fright and deliver a perfect	
~	presentation.	
225,215	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?	
04	Attempt the following: (Any THREE)	(15M)
Q.4 A	Write a short note on Six Thinking Hat Method.	(TOIAT)
В	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-fare 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.	
В	Explain Individual Interview.	
C	What is the Democratic style of leadership?	
D.	Write a note on Web Interview Etiquette.	
B	Discuss any 5 modes of training at workplace.	