

Date : 25.11.2019

Time : (2 ½ Hours)

Total Marks: 75

- N.B. (1) All questions are compulsory.
(2) Figures to the right indicate marks for respective sub questions.

Q.1) **Attempt all: (Each of 5 marks)** **5M**

(a) Multiple Choice Questions (Choose the correct alternative.)

(i) Sending-----is much quicker and easier than writing letters.

- (a) Telegram (b) message
(c) e-mail (d) fax

(ii) There is a clear distinction between listening & -----

- (a) talking (b) listening
(c) understanding (d) chatting

(iii) ----- can improve an understanding of your idea & add spice to your presentation.

- (a) Visual Aids (b) Introducing
(c) Questioning (d) talking

(iv) ----- are integral part of organisations for decision making.

- (a) Interview (b) Group discussion
(c) conference (d) debate

(v) Applying the -----thinking hats method to the problems faced in the organization can help to solve them really fast.

- (a) six (b) five
(c) seven (d) two

(b) **Fill in the blanks:**

(negotiations, feedback, sender, leader, communication, argument) 5M

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

(c) **Write answers in one or two lines.** **5M**

- (i) What is communication?
(ii) Define decoding.
(iii) What is WATNA?
(iv) What is Curriculum Vitae?
(v) What is red style of negotiation?

Q.2) Write Short Notes on the following:(**ANY THREE**) **15M**

- (i) E-mail etiquettes
(ii) Negotiation Techniques
(iii) Six Thinking Hats Method
(iv) Second or On site interview
(v) Web Interview Etiquette
(vi) Laissez-fair style of leadership
(vi) Topical Based Group Discussion

- Q.3) Attempt the following:(**ANY THREE**) **15M**
- (i) Explain in brief The Barriers to Communication.
 - (ii) What is video conferencing? Write its usage.
 - (iii) Discuss the four quadrants of Johari's window.
 - (iv) Write a note on Emotional Intelligence.
 - (v) Explain the communication process with its essential components.
 - (vi) Write a note on phone etiquettes.
- Q.4) Attempt the following:(**ANY THREE**) **15M**
- (i) Which traits of the candidate are evaluated during group discussion?
 - (ii) Describe any five tips to increase interview skills.
 - (iii) What is the importance of capacity building?
 - (iv) What is a resume? Distinguish between functional and chronological resume.
 - (v) Explain the Purple style of negotiation.
 - (vi) Explain the terms Encoding and Decoding and Feedback.
- Q.5) Attempt the following :(**ANY THREE**) **15M**
- (i) Write a note on web interview etiquettes.
 - (ii) Write a note on post interview behaviour.
 - (iii) What are the steps in decision making? Explain.
 - (iv) Explain the team development stages.
 - (v) Write a note on the steps of group discussion.
 - (vi) Describe different stages of pre-interview preparation.
 - (vii) Which are the different ways to manage stress in healthier ways?