

[Time:2.30 Hrs]

[Marks:75]

- N.B: 1. All questions are compulsory.
2. Figures to the right indicate full marks.

Q.1 Attempt any four of the following 20

- A Explain the significance of Emotional Intelligence and its differences from Intelligence Quotient (IQ).
- B Discuss the importance of etiquette in professional settings and the impact of technology on modern manners.
- C Why is communication vital today? Explain GSC's 3M Model of Communication briefly.
- D Write a note on non-verbal communication.
- E Briefly outline the importance of creativity and motivation. Write a note on significance of communication.
- F What are the virtues of listening, and why is it fundamental for effective communication?

Q.2 Attempt any four of the following 20

- A What is the difference between a resume and curriculum vitae?
- B Why is a cover letter important?
- C List some important Preparatory steps for Job Interviews.
- D Describe some guidelines for personal interview. How can you build a positive support from the interviewer in the personal interview?
- E Why is it important to consider your social media profile before interview?
- F What are the key aspects of informal interview?

Q.3 Attempt any four of the following 20

- A Define Creativity and its Necessity in Today's Organization:
- B How do you think employee cohesiveness affects an organization?
- C How can an organization nurture ethics?
- D Describe the importance of work ethics. Is it equally important for the employees at all levels?
- E What are the problems in the absence of work ethics?
- F What are the elements of capacity building? Describe them.

Q.4 Attempt any three of the following.

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- A What are the new ideas you can explore for learning?
- B How can you differentiate leadership from management?
- C What are the different leadership styles? Explain three of them.
- D What is a problem-solving team?
- E Differentiate Between a Group Discussion and a Panel Discussion.
- F Highlight on the important aspects of Group Discussions.
