

[Time:2.30 Hrs]

[Marks:75]

Please check whether you have got the right question paper.

- 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 Johari's Window.
- B What is non-verbal communication? What are its types.
- C What is difference between Intelligence Quotient and Emotional Quotient.
- D Write steps to develop Emotional Intelligence.
- E What are the Professional Etiquette.
- F Write about Technology Etiquette.

Q.2 Attempt any four of the following: 20

- A What is Resume?
- B What is difference between a Resume and Curriculum Vitae.
- C What is a Scannable Resume? What are the two aspects that need to be taken care of while making a scannable resume?
- D Why is a cover letter important?
- E What are the different formats of resume?
- F What information you should collect for the company research before you appear in interview and why?

Q.3 Attempt any four of the following: 20

- A Explain briefly the six thinking hats technique?
- B Discuss the factors in workplace environment in people who discourage creativity? How can these factors be rectified to promote creativity at workplace?
- C How do you think employee cohesiveness affects an organization?
- D Discuss ethical theories.

- E Describe the importance of work ethics. Is it equally important for the employees at all the levels?
- F What are the new ideas you can explore for learning?

Q.4 Attempt any three of the following:

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- A Write note on GSC's 3M Model of Communication.
- B What are the fundamentals of Effective Listening.
- C Describe in brief the preparatory steps for job interview?
- D What is the main difference between a group discussion and a panel discussion?
- E Discuss in detail the importance of decision making and negotiation at workplace.
- F What is SMART goal? Explain.
