

- 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.