



Date: 31-10-2018
Time: 01:00-04:00

Dept. No.

Max. : 100 Marks

PART- A

I. Answer ALL the questions

[10x2=20]

1. Measurable and Achievable goals.
2. Self -motivation,
3. Define hard skills and soft skills and enlist a few of them.
4. Negative attitude and its disadvantages.
5. Define personal values.
6. Define reactive behaviour.
7. Define office etiquettes.
8. Define upward communication.
9. Define unprofessionalism.
10. Define team spirit.

PART- B

II. Answer any FIVE questions from the following

[5x8=40]

11. Define and describe self-awareness.
12. State the different goals and explain in detail any 2 of them.
13. Explain intrapersonal and interpersonal communication in a personal setup.
14. Define interview communication skills.
15. What does the term etiquette mean, elucidate with examples
16. How is a leader different from a boss, explain.
17. Write a detailed note on attitude.

PART- C

III. Answer any TWO questions from the following

[2x20=40]

18. Explain in detail the different channels of business communication.
19. What are the common dos and donts to be followed in group discussion?
20. How would you approach the question “Tell me about yourself,” in a personal interview?
