

Time: 3 Hours**Max Marks: 60**

Answer ONE Question from each Unit

All Questions Carry Equal Marks

All parts of the Question must be answered at one place

		Marks	CO	Blooms Level
<u>UNIT-I</u>				
1.	Describe the communication process, including a clear diagram, and explain the various types of listening	10	CO1	L2
(OR)				
2.	Discuss the different types of communication and classify the various barriers that can impact effective communication	10	CO1	L2
<u>UNIT-II</u>				
3.	Differentiate between interpersonal and intrapersonal communication with suitable examples. Discuss barriers of interpersonal skills.	10	CO2	L4
(OR)				
4.	Explain barriers of Intrapersonal Skills & Social Exchange Theory.	10	CO2	L2
<u>UNIT-III</u>				
5.	Explain Body Language. Discuss the terms Kinesics, Proxemics, Para Language and Haptics	10	CO3	L2
(OR)				
6.	Explain the principles of professional behaviour in an interview	10	CO3	L2
<u>UNIT-IV</u>				
7.	Draft a resume for the post of Junior Trainee in an MNC company	10	CO4	L6
(OR)				
8. a	As a resident, write an email to the Municipal Commissioner of your city, Mr. Kumar, reporting the pollution, usage of plastic and measures to control it in the city and sign the email as Arvind/Archana	5	CO4	L6
b	Every year, a company called 'We Stand by You' organises a job fair for the differently abled. This year, more than sixty companies are participating in the fair. The renowned composer Mr Henry Hawking, who is partially deaf, is invited to inaugurate the job fair. You are Ritu/Subhash. Your newspaper 'The Voice' has deputed you to cover the inauguration ceremony. Use the given cues along with your own ideas to write a report on the same in 120–150 words.	5	CO4	L6
<u>UNIT-V</u>				
9.	Explain the importance of presentation skills. Discuss 4 Ps of presentation skills.	10	CO5	L2
(OR)				
10.	Illustrate types of Group Discussion and skills assessed in Group Discussion.	10	CO5	L3
<u>UNIT-VI</u>				
11.	Describe SWOT analysis with neat diagram. Discuss the skills necessary for managing time.	10	CO6	L2
(OR)				
12.	Discuss skills necessary for goal setting and 4R's of conflict Management	10	CO6	L2