

Exam Code:1322

Sub. Code: 9201

B.Voc.(Retail Management)

Second Semester

GEN-201: Soft Skills

Time allowed: 3 Hours

Max. Marks:80

NOTE: Attempt five questions in all, including Question Number 1 which is compulsory and selecting one question from each Unit

x-x-x

I. Attempt any four of the following short questions in 50-60 words each: -

- a) Benefits of a Successful Attitude
- b) Need for Goal Setting
- c) What is Self-Hypnotism?
- d) What are various Communication Aids?
- e) Problems in an interview
- f) Difference between Self-Image and Self-Esteem

(4X4)

UNIT-I

II. Explain the power of irresistible enthusiasm, etiquettes and manners in a group.

(16)

III. Explain the process of attitude formation. How can a manager help an employee in building successful attitude?

(16)

UNIT-II

IV. Define Communication. Explain the various barriers in effective communication? (16)

V. Explain the role of ethics in communication.

(16)

UNIT-III

VI. Define Stress. How can it be managed? (16)

(16)

VII. What is personality? What are factors affecting personality? Explain any two theories of personality. (16)

(16)

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(2)

UNIT-IV

VIII. Explain the different leadership styles. How can you become a good leader and a team player?

(16)

IX. Explain the role of career planning in personality development.

(16)

x-x-x