

(15M)

Q. 1 Attempt All (Each of 5Marks)

(a) Multiple Choice Questions

- i) b. Feedback
- ii) b. Listening
- iii) a. zero sum
- iv) c. ZOPA
- v) a. hybrid

(b) Fill in the blanks

- i) Positive
- ii) On-site
- iii) Networking
- iv) Donaldson-Feilder
- v) Self-Awareness

(c) Answer in 1 - 2 sentences

- i) Scannable resume is an electronic resume that is viewed using a scanning machine or document imaging technology to store it in a computer database. It is no more different than regular resume
- ii) Mass, Media and Meaning
- iii) Emotional Intelligence is unique ability bestowed upon or acquired by individuals to understand, control and regulate their emotions.
- iv) Best Alternative To a Negotiated Agreement
It means the best you can do if your counterpart refuses to negotiate on terms acceptable to you.
- v) The term interview refers to typical purposeful conversation between two entities, of which one is the person seeking a job and the other is the interviewer or panel of interviewers

(15M)

Q. 2 Attempt the following (Any THREE)

- (a)** The process of communicating information through wordless cues is called non-verbal communication. [1 Mark] + [importance:4 Marks]
Mostly the listener will choose to believe the non verbal message because it is an instinctive and natural expression that showcases our true feelings and intentions

The non verbal cues can play the following five roles:

- 1.Repetition
- 2.Contradiction
- 3.Substitution
- 4.Complementing
- 5.Accenting

(b)

[1 mark for each point]

IQ	EQ
Is a number derived from a standard mental test	Is a measure of a person's level of emotional intelligence
Is used to determine academic abilities and apply information to appropriate conclusion	The ability to perceive, evaluate and express one's own emotions and others
Left brain	Right brain
Gets you hired	Gets you promoted
Academic and technical competencies	Social and emotional competencies
Highly talented professional with analytical and research aptitude	Team leader, good at networking and collaborator
Stanford-Binet test, Woodcock-Johnson test	Mayer-Salovey-Caruso test

(c)

[Any 5]

1. Be concise and to the point
2. Number of questions
3. Make usage of proper spelling; grammar and punctuation
4. Mention deadlines
5. Avoid abbreviations
6. Try to reply fast
7. Avoid attaching unnecessary files
8. Do not write in capital letters
9. Use expressive subject lines
10. Go through the email once again before you click send.

(d)

[1 mark for each point with explanation]

1. Sender: first one to conceive an idea
2. Encoding: translate your ideas into a proper message
3. Selecting a channel: select a channel for proper delivery
4. Decoding: understanding meaning of message as intended by the sender
5. Response: reflects effectiveness of the communication process

(e)

[1 mark for explanation of barriers to listening]

[1 mark for each point with explanation of barriers to listening]

1. Prejudice
2. Self-concentration
3. Distractions
4. Selective listening
5. Language background
6. Cultural setting

(f)

Diagrammatic representation [1 mark]

1. Open/free area explanation [1 mark]
2. Blind area explanation [1 mark]
3. Hidden area explanation [1 mark]
4. Unknown area explanation [1 mark]

Q. 3 Attempt the following (Any THREE)

(15M)

(a)

Your job application also known as cover letter is your first interface with hiring managers which expresses your objective or goal for joining a particular organisation [1 mark]

Need for cover letter [1 Mark]

[3 marks for individual section of sample format]

1. Opening
2. Body
3. Closing

(b) Listing of various modes of delivering an effective presentation [1 mark]
[1 mark for each point with explanation]

1. Memorisation
2. Reading
3. Impromptu
4. Speaking from notes

(c) [1 mark for listing]
[2 mark for each explanation of any two interviews]

1. Screening or telephone interview
2. Informational interview
3. Individual interview
4. Small group or committee interview
5. Second or on-site interview
6. Behaviour-based interview
7. Stress interview
8. Case interview
9. Analytic interview
10. Technical interview

(d) [1 Mark each with explanation]

1. Creativity
2. Initiative
3. Listening
4. Articulation
5. Non-verbal cues

(e) [1 mark for each difference]

Resume	Curriculum Vitae
Length is shorter	Length is longer
Format is chronological, functional and hybrid	varied by careers
Used for all purpose	Used for mostly for academic and scientific purpose
Used by professional	Used by scholarly
self-promotional summary	a complete sketch of your accomplishments

(f) The most feasible seating arrangement for participants in a GD is that they should be visible to each other

Can maintain eye contact with each other

If given choice, go for a prominent place

Popular seating arrangements are:

1. U shape

2. V shape
3. Semi circle
4. Full circle

(15)

Q.4 Attempt the following (Any THREE)

(a) [5 marks for explanation]

This method consists of six hats of different colours representing different roles for people in of different situations. Wearing a hat of a certain colour means that we would like to think in a certain way suiting a particular situation.

1. White hat
2. Red hat
3. Black hat
4. Yellow hat
5. Green hat
6. Blue hat

(b) Definition of ethics [1 mark]

[1 mark for each point with explanation]

1. Leaders must reduce the gap between their knowledge and their real actions.
2. While taking new recruits, the organisation must assess their ethical behaviour. It should give equal importance to ethical values of new recruits and their knowledge and skillset.
3. The organisation must ensure that the new recruits are part of its social gatherings where they would learn about organisational ethics.
4. The organisation system should be strong and in place that by following the written procedures the employees know they are progressing in the right direction.

Leaders can make a positive impact on employees by fair allocation of organisational resources and linking them properly for better production.

(c) [1 mark for each point with explanation]

1. Cross training
2. Formal training
3. Matrix team
4. Mentoring
5. On the job training
6. Job enlargement and job enrichment
7. Online Learning Programmes

(d) [5 marks for explanation]

1. Ethics
2. Target
3. Cooperation and trust
4. Creativity
5. Risk
6. Empathy

7. Award

[$\frac{1}{2}$ mark for each point]

1. Lack of interest in work
2. Getting irritated at small things
3. Withdrawal from working groups
4. Muscle tension
5. Upset stomach
6. Body pain
7. Getting addicted to smoke and alcohol
8. Fatigue
9. Unable to focus
10. Depression
11. Negative Approach

(f) Listing [1 mark]

[1 mark for each point with explanation]

1. Brainstorming
All members of a group think together; contribute to ideas to arrive the most viable solution, fresh ideas can come up
2. Nominal group
A step ahead to brainstorming, includes voting to rank ideas, every member explains his/her rank for solution
3. Delphi technique
Ideas are share with questionnaire; group leader facilitates each member for filling questionnaire, this process keeps repeating until a consensus solution is reached.
4. 5 whys
Problem is explored by repeating the question why, used to establish cause and effect relationship of given problem, success depends on how appropriately questions are asked
5. Cost/ benefit analysis
Helps in financial implication, analyses costs and benefits associated with each solution
6. Multi voting
Effective when many people are part of decision making, a large list of choices can be reduced, helpful when decision is favored by most people
7. Decision matrix analysis
Useful when many alternatives and many factors to look into, lists all values in rows and all factors in column, the one with highest weighted ranking will be taken for decision making.

(15)

Q. 5 Attempt the following (Any THREE)

(a) [1 mark for each point]

1. Facial expressions
2. Body movements and postures
3. Gestures
4. Eye contact
5. Touch
6. Space

7. Voice

- (b) [1 mark for each point (any five)]
1. Do not forget to keep all certificate and important document in a file.
 2. Plan appropriate dress code
 3. Polish your shoes and have matching accessories
 4. Scan newspaper headlines without fail
 5. Get up early to reach the interview venue in time
 6. Prepare and review the main topics and areas
 7. Cultivate the right attitude
 8. Show relaxed expression

- (c) Listing of types of Topic based group discussion[1 mark]
Explanation of Each[1 mark]

1. Factual topic based GD
2. Abstract topic Based GD
3. Group discussion on Controversial Topics

Examples of each[1 Mark]

- (d) Definition of capacity building [1 mark]
Importance of capacity building [1 mark]
Elements of capacity building [3 mark]

1. Partnership
2. Organisational development
3. Civil society strengthening

- (e) [1 mark each]
1. probity and Righteousness
 2. Knowledge and wisdom
 3. Love and empathy
 4. Fairness and justice
 5. Courage and integrity

7. Voice

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