

This question paper contains 2 printed pages]

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S. No. of Question Paper : 3911

Unique Paper Code : 2036000005

Name of the Paper : SEC : Personality Development and Communication (Regular)

Name of the Course : Skill Enhancement Course

Semester : I/III/V

Duration : 1 Hour

Maximum Marks : 30

(Write your Roll No. on the top immediately on receipt of this question paper.)

Candidates have to answer any *three* questions.

All questions carry equal marks (10 marks).

1. Not everything is negotiable, do you agree or disagree ? Explain *two* examples to illustrate your point: 10
2. You are the manager of an organisation. Write a letter of recommendation to one of your dedicated for their future job opportunities. 10
3. Explain the following with suitable examples : 5+5
 - (a) Cross-cultural Communication
 - (b) Effective Presentation

P.T.O.

4. Discuss the importance of cultural sensitivity for an effective communication in the context of an inter-cultural and cross-cultural. Elaborate with any *two* suitable examples. 10
5. Write short notes on any *two* of the following : 5+5
- (a) Leadership Skills
 - (b) What is encoding and decoding in the communication process ?
 - (c) Selling to customers
 - (d) Features of a good listener