

(i) Printed Pages : 2 Roll No. ....

(ii) Questions : 9 Sub. Code : 

4	6	2	7	6
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Exam. Code : 

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**B.Voc. (Retail Management) 2nd Semester**

**(2055)**

**SOFT SKILLS AND PERSONALITY DEVELOPMENT**

**Paper : GEN-201 (Common for all B.Voc.)**

**Time Allowed : Three Hours] [Maximum Marks : 80**

**Note :—** Question No. 1 is compulsory. Attempt **four** questions selecting **one** question each from remaining sections.

**SECTION—A** **4×4=16.**

1. Attempt any **four** questions from below :
  - (a) What factors contribute to the formation of attitudes ?
  - (b) What does SWOT stand for ?
  - (c) What is meant by "austerity in speech" in ethical communication ?
  - (d) How does self-hypnosis help in reducing stress ?
  - (e) What are the key characteristics of an autocratic leadership style ?
  - (f) What are some common traits found in successful personalities ?

**SECTION—B****1×16=16**

2. Define self-management and explain its importance in achieving personal and professional goals.
3. Discuss the role of facial expressions, gestures and posture in non-verbal communication.

**SECTION—C****1×16=16**

4. What are the major barriers to effective communication, and how can they be overcome in professional settings ?
5. Explain the role of empathy and active listening in handling customer complaints effectively.

**SECTION—D****1×16=16**

6. Explain Abraham Maslow's Hierarchy of Needs and its relation to personality growth and self-actualization.
7. Define stress and explain its impact on physical and mental health. What are some effective stress management techniques ?

**SECTION—E****1×16=16**

8. Discuss various conflict resolution strategies and their effectiveness in different workplace scenarios.
9. What strategies should candidates adopt to perform well in group discussions ? Discuss the do's and don'ts of group discussions.