

(i) Printed Pages : 2

Roll No.

(ii) Questions : 14

Sub. Code :

1	1	0	3	8
---	---	---	---	---

Exam. Code :

5	0	0	3
---	---	---	---

NEP U.G. Common-Skill Enhancement Course 3rd Semester
(2125)

COMMERCE

Paper : Personality Development And Professional Skills

Time Allowed : Three Hours]

[Maximum Marks : 60

Note :— Attempt any **four** questions from Section A carrying **5** marks each and **two** questions each from Section B and Section C carrying **10** marks each.

SECTION—A

1. Define four quadrants of the Johari Window.
2. Mention five common barriers to effective listening.
3. What is Brainstorming?
4. Explain some of the common E-mail Etiquettes.
5. What is the role of feedback in communication?
6. Define Work Place Ethics. Why are they important?

SECTION—B

7. Explain the concept of interpersonal skills. Elaborate the various stages of interpersonal Relationship Development.
8. Define Time management. Explain the components of time management. Discuss the strategies to manage time at work place.

9. What is Self-Concept? What are various factors affecting Self Concept? How is it different from Self Esteem?
10. Discuss any five techniques that can enhance the problem-solving process in a business environment.

SECTION—C

11. What is Interview? Explain the different types of Interviews. Why is interview an important tool of selection?
12. Define Stress Management. Discuss various sources of stress and also suggest the techniques to manage the stress in detail.
13. Explain verbal and non-verbal communication. Discuss the types of non-verbal communication.
14. What are Etiquettes? Explain the role of etiquette in maintaining professionalism and teamwork in the office.