

- Note:**
1. All questions are compulsory with internal choice.
 2. Draw neat diagrams wherever necessary.
 3. Figures to the right indicate full marks.

- Q.1 Answer the following (any Four) (20)**
- (a) Explain the importance of leadership quality in life.
 - (b) Describe the components of Emotional Intelligence in detail.
 - (c) Explain any 3 Models of Communication in detail.
 - (d) Explain the steps involved in making a presentation.
 - (e) Describe the importance of listening in communication process.
 - (f) Explain non-verbal communication in detail with examples.
- Q.2 Answer the following (any Four) (20)**
- (a) Describe the importance of Technology etiquettes in life.
 - (b) Explain the process of Decision Making in detail.
 - (c) Describe the characteristics of good Listening in detail.
 - (d) Why is Emotional Intelligence important in soft skill development? Explain.
 - (e) Describe the Autocratic Style of leadership.
 - (f) Highlight the essential characteristics of email etiquettes.
- Q.3 Answer the following (any Four) (20)**
- (a) Differentiate between resume and curriculum vitae.
 - (b) Write a note on Self-awareness as a competency of Emotional Intelligence.
 - (c) Explain the importance of soft skills in life with examples.
 - (d) Describe the various signs of stress and state its sources.
 - (e) Briefly describe the steps in planning a presentation.
 - (f) Differentiate between soft skills and hard skills.
- Q.4 Answer the following (any Five) (15)**
- (a) Highlight the significance of decision making.
 - (b) Write a note on informal interview.
 - (c) Explain the different stages of team building.
 - (d) Describe the necessities of negotiation.
 - (e) Describe the various traits of a good leader.
 - (f) Explain stress management.

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