

1059

B. Voc. (Food Processing and Preservation)

Second Semester

GEN-201: Soft Skills and Personality Development

(Common to all B. Voc.)

Time allowed: 3 Hours

Max. Marks: 80

**NOTE:** Attempt five questions in all, including Question No. I which is compulsory and selecting one question from each Unit.

x-x-x

I. Answer any four of the following:-

- a) Benefits of Listening
- b) Need of goal-setting.
- c) What is self- hypnotism?
- d) Note on managerial grid.
- e) What are various multi- cultural skills?
- f) Problems in an interview.

(4x4)

**UNIT – I**

II. Which is the better form of communication: Oral or written communication? Justify. (16)

III. Explain the process of attitude formation? How can a manager help an employee in building successful attitude? (16)

**UNIT – II**

IV. Define communication. Explain the various barriers in effective communication. (16)

V. Explain the role of ethics in communication. (16)

**UNIT – III**

VI. Explain the Maslow's Need Hierarchy theory of motivation. Also give its criticism. (16)

VII. Define stress. How can it be managed? (16)

**UNIT – IV**

VIII. Explain the role of career planning in personality development. (16)

IX. Explain the characteristics of a good leader. (16)

x-x-x