

Exam. Code: 1309

Sub. Code: 9542

1127

B.Voc (Retail Management)

3rd Semester

GFC-201: Soft Skills & Personality Development (Old)

Time allowed: 3 Hours

Max. Marks: 80

Note: Attempt five questions in all, including question no. I, which is compulsory and selecting two question from each Unit.

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I. Attempt any four questions from the following:-

- a) Define spot analysis.
- b) Discuss various sources of attitudes.
- c) What is self-esteem?
- d) What are essential elements of public speaking?
- e) Explain in brief interpersonal conflict.
- f) Write the importance of group discussion.

(4 x 5)

UNIT – I

- II. “Attitudes serve important functions for individuals.” Comment. (15)
- III. Explain self management techniques in detail (15)
- IV. “Communication is indispensable for success of an enterprise.” In the light of this statement discuss the importance of communication. (15)
- V. Discuss the relevance of development of communication and co-operation. (15)

UNIT – III

- VI. Define personality. Explain various factors that play an important role in determining the personality of a person. (15)
- VII. How far motivation is important in an industrial undertaking? (15)
- VIII. Bring out the impact of stress on performance and satisfaction. (15)
- IX. What are the qualities of a successful leader? (15)

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