

1058

B. Voc. (Retail Management)

2<sup>nd</sup> Semester

GEN-201: Soft Skill 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.

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I. Attempt any four of the following in about 50-60 words each: -

- (a) Oral and written communication
- (b) Tips for technical writing
- (c) Goal setting
- (d) Coordination in a team
- (e) Communication aids
- (f) Body language

(4×4)

**UNIT – I**

II. Discuss and elaborate role of effective listening and responding in the process of communication. (16)

III. Elaborate various soft management techniques. How etiquettes and manners play an important role in communication? (16)

**UNIT – II**

IV. What are the various functions of communication? Give suitable tips for effective internal communication. (16)

V. What is non-verbal communication? How is it different from verbal communication? (16)

**UNIT-III**

VI. (a) Illustrate the role of Time Management and Effective Planning?  
(b) How human growth and behavior play important role in Personality Development? (8+8)

VII. (a) Discuss soft confidence, goal setting as techniques of personality development.  
(b) Do you think stress management and life style skills are important part of development of one's personality? Elaborate. (8+8)

**UNIT-IV**

VIII. (a) Discuss the profile of a great and successful film star and its impact on your personality.  
(b) Elaborate various pre-requisite while appearing for an interview. (8+8)

IX. (a) What is the role of Career Planning in Personality Development?  
(b) Discuss the role of coordination while working in a team. (8+8)

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