

1125

B. Voc. (Retail Management) Third Semester
Part –A: General Foundation Course

GFC-201: Soft Skills and Personality Development

Time allowed: 3 Hours

Max. Marks: 80

NOTE: Attempt five questions in all, including Question No. 1 which is compulsory and selecting atleast two questions from each Unit.

x-x-x

I. Attempt any four of the following:-

- a) What is spot analysis?
- b) Differentiate between:
 - i) Self image and self esteem.
 - ii) Etiquettes and manners
- c) Discuss rules for technical writing.
- d) List different leadership styles
- e) Discuss different techniques of managing conflict in a team.
- f) Discuss role of career planning in personality development (4x5)

UNIT- I

II. Write short noted on:-

- a) How to build a success attitude
- b) Self management techniques
- c) Importance of listening in communication (3x5)

III. What do you understand by the term "suitable behavior towards customers"? What are the key point an employee should keep in mind while interacting with the customers? (15)

IV. List three ways you can improve the correctness of your writing and discuss how each activity will develop your expertise and competence. (15)

V. What is body language? Discuss various components of body language? How can you learn to control the communication made through this mode of communication? (15)

P.T.O.

(2)

UNIT- II

- VI. What do you understand by the term "personality"? Discuss various dimensions of personality? Discuss techniques of personality development. (15)
- VII. Discuss the role of commitment, cooperation and communication in the coordination of a team. Which one of these is most important and why? Support your answer. (15)
- VIII. Explain the value of knowing an audience in preparing a presentation? How does creativity help in converting this knowledge into effective delivery? Support your answer. (15)
- IX. Write short notes on:-
- a) Different leadership styles
 - b) Techniques of self motivation
- (15)

x-x-x