

2071

Bachelor of Business Administration

Second Semester

BBA-125: Personality Development and Professional Skills

Time allowed: 3 Hours

Max. Marks: 80

**NOTE:** Attempt four short answer type questions from Section-A. Attempt two questions each from Section B and C respectively.

x-x-x

**Section - A**

I. Attempt any four of the following:-

- a) What is emphatic listening?
- b) Difference between Lateral thinking and Vertical thinking.
- c) What are unacceptable team behaviours?
- d) What is creativity? Discuss the components of individual creativity.
- e) Discuss the qualities of self-actualized persons.
- f) Define work culture.

(4x5)

**Section - B**

- II. Explain the concept of interpersonal skills. Elaborate the various stages of interpersonal relationships. (15)
- III. Define Time management. Explain the components of time management. Discuss the strategies to manage time at work place. (15)
- IV. What do you understand by presentation? What are the various factors affecting presentations? (15)
- V. Discuss the features of group discussion. Discuss the different types of group discussion. (15)

**Section - C**

- VI. What is negotiation? What is the role of communication in negotiation? (15)

P.T.O.

(2)

- VII. Explain team building. What are the essentials of an effective team? What are the skills required to become a good team player? (15)
- VIII. Define the concept of Learning Organization. Discuss the Dimensions of Learning Organization. Explain in detail the various ways to transform the organization into Learning Organization. (15)
- IX. What are Etiquettes? Discuss Business and Telephone Etiquettes in detail. (15)

x-x-x