

2071

B. Voc. (Retail Management)

Second Semester

GEN-201: Soft Skills and Personality Development

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 the following:-

- a) Explain the role of career planning in personality development.
- b) How do you develop good listening skills?
- c) Discuss the importance of co-operation in communication.
- d) Discuss the concept of self-evaluation.

(4x4)

UNIT – I

II. Discuss the various self-management techniques in detail.

(16)

III. What do you mean by public speaking? Discuss the strategies speakers should take care for making the speech effective.

(16)

UNIT – II

IV. Discuss the various characteristics of non-verbal communication. Also discuss the importance and functions of non-verbal communication.

(16)

V. Define ethics. Discuss some of the ethical dilemmas faced by managers in Today's organization.

(16)

UNIT – III

VI. What is stress? Discuss the consequences of stress and possible strategies used for managing the stress.

(16)

VII. Discuss the concept of personality. Also explain the determinants of personality in detail.

(16)

UNIT – IV

VIII. Explain the qualities of a good leader and various leadership styles in detail.

(16)

IX. a) Discuss the tips to face the interview.

b) Discuss the profiles of any four great and successful personalities.

(2x8)

x-x-x