

[This question paper contains 2 printed pages.]

Your Roll No.....

Sr. No. of Question Paper : 4656

H

Unique Paper Code : 2036000005

Name of the Paper : SEC: Personality Development
and Communication (Regular)

Name of the Course : Skill Enhancement Course :
Common Prog. Group

Semester : IV

Duration : 1 Hour

Maximum Marks : 30

Instructions for Candidates

1. Write your Roll No. on the top immediately on receipt of this question paper.
2. Candidates have to answer **ANY THREE** questions.
3. **All** questions carry equal marks (10 marks).

1. How would you describe effective communication?
Elaborate with suitable examples. (10)

P.T.O.

2. What are the attributes of a good leadership? Explain with examples. (10)
3. How do you deal with angry customers who complain about your products/services? (10)
4. How do you handle conflicts within your team? Illustrate with one example. (10)
5. Write a short note on any **two** of the following : (5+5)
- (a) Importance of Active Listening
 - (b) Emotional Intelligence
 - (c) Conceptual Selling
 - (d) Strategic Selling