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Roll No. ....

**BB-683**

**M.C.A. EXAMINATION, Dec. 2018**

(Second Semester)

(B. Scheme) (Re-appear Only)

HUM506B

INTERPERSONAL SKILLS AND  
PERSONALITY DEVELOPMENT

*Time : 3 Hours]*

*[Maximum Marks : 75*

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Before answering the question-paper candidates should ensure that they have been supplied to correct and complete question-paper. No complaint, in this regard, will be entertained after the examination.

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**Note :** All questions are compulsory.

**Unit I**

1. What are the important personality traits essential for inculcating the attributes of leadership ?

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**P.T.O.**

*Or*

- (a) When you have a tempered customer, what soft skills would be most effective ?
  - (b) What are the top three most desired soft skills for an HR professional and a sales manager ?
- 20**

### **Unit II**

- 2. What are the various purposes for which group discussion is held ? And conduct a group discussion in group of seven participants on the topic of “Demonetization”.
- 20**

*Or*

- (a) What are the main ways of developing your skills as a listener ?
  - (b) What is reflective statement ? How is it useful for effective listening ?
- 10×2=20**

### **Unit III**

- 3. What significant role does body language play to improve the effectiveness of a verbal message during an oral communication ?
- 15**

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**2**

*Or*

- (a) What traits of a person’s personality are revealed through reading face, eyes, gestures and body postures ?
- (b) What is Proxemics ? Classify different spaces of communicative situations.

**7½×2=15**

### **Unit IV**

- 4. How does personality change under stress and anger ? How should one deal with these traits ?

*Or*

What do you mean by personality ? Discuss various personality types with some suitable examples.

**20**

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**3**

**10**