



**B) Answer the following questions in brief** (Any 3 out of 4)

**(09)**

1. Explain the term 'Constructive Feedback'.
2. Explain the term 'Destructive Feedback'.
3. Explain the four types of listening with examples.
4. Explain team-building and its pros and cons.

**Q.2 Do as directed.**

**A) Objective Type Questions** (Any 12 out of 14)

**(06)**

1. The first stage of team development is \_\_\_\_\_  
a) forming  
b) performing  
c) brainstorming  
d) norming
2. Skills such as communication, persuasion and negotiation, are important in finding \_\_\_\_\_ to problems involving people.  
a) initiatives  
b) answers  
c) solutions  
d) none of these
3. \_\_\_\_\_ feedback focuses on the common goal.  
a) constructive  
b) destructive  
c) both  
d) None of these
4. \_\_\_\_\_ feedback invades your personal space.  
a) constructive  
b) destructive  
c) both  
d) None of these
5. This phase is sometimes known as mourning.  
a) storming  
b) performing  
c) adjourning  
d) norming
6. There are \_\_\_\_\_ quadrants in the time-management matrix.  
a) one  
b) two  
c) three  
d) four
7. In Quadrant 1 of the time management matrix, we have \_\_\_\_\_ items that need to be dealt with immediately.  
a) important, not urgent  
b) not important, not urgent  
c) important, urgent  
d) important, not urgent
8. Good time management enables you to work \_\_\_\_\_ – not \_\_\_\_\_  
a) harder, smarter  
b) smarter, harder  
c) either A or B  
d) None of these
9. Greater productivity and efficiency is a result of \_\_\_\_\_ time management.  
a) good  
b) poor  
c) effective  
d) both A and C
10. \_\_\_\_\_ undercuts trust and mutual respect.  
a) passion  
b) assertion  
c) aggression  
d) passive behavior
11. Being \_\_\_\_\_ gives you the best chance of successfully delivering your message.  
a) aggressive  
b) assertive  
c) passive  
d) None of these
12. It is okay to express negative thoughts and feelings in a healthy and positive manner.  
a) yes  
b) no  
c) both A and B  
d) None of these
13. Family Emergencies is a part of the \_\_\_\_\_ quadrant in the time management matrix.  
a) important, not urgent  
b) important, urgent  
c) not important, urgent  
d) not important, not urgent
14. In the \_\_\_\_\_ stage, members are confident, motivated and familiar enough with the project and their team that they can operate without supervision.  
a) performing  
b) norming  
c) forming  
d) storming

**B) Answer the following questions in brief** (Any 3 out of 4)

(09)

1. Define Interpersonal and Intrapersonal Skills.
2. What is meant by 'Personal Grooming'?
3. State the differences between the two types of feedback.
4. State the difference between listening and hearing.

**Q.3 A) Match the following:** (Any 6 out of 7)

(06)

|  |   |
|--|---|
| 1. Spending your day in a frenzy of activity often achieves less   | a. are called intrapersonal skills.                                       |
| 2. Team Building activities consist of various tasks undertaken to | b. so you get more done in less time.                                     |
| 3. Emotions, feelings, perceptions and attitude within a person    | c. because you're dividing your attention between so many different tasks |
| 4. Good time management lets you work smarter, not harder          | d. are common forms of public communication.                              |
| 5. Sharing knowledge, entertainment and speeches                   | e. groom, motivate and make members perform their best.                   |
| 6. Passive behavior can lead to                                    | f. seek the truth   |
| 7. Real critical thinking exercises                                | g. Stress and resentment  |

**B) Answer the following questions in brief** (Any 3 out of 4)

(09)

1. What is the meaning of being assertive?
2. Explain the advantages of Time Management.
3. Discuss appropriate grooming habits for men and women.
4. State the differences between Interpersonal and Intrapersonal Skills.

**Q.4 A) Match the following:** (Any 3 out of 4)

(06)

|   |   |
|---|---|
| 1. Analytical thinking mainly aims to                     | a. put data/information into a new or different context (in order to generate alternative answers or solutions)                   |
| 2. Lateral thinking aims to                               | b. make an overall or holistic judgment about the data/information which is free from false premises or bias as much as possible. |
| 3. Critical thinking aims to                              | c. review the data/information we are presented with (for relevance, patterns, trends etc.)                                       |
| 4. Good time management lets you work smarter, not harder | d. are common forms of public communication.  |

**B) Answer the following questions in brief** (Any 3 out of 4)

(09)

1. Differentiate between assertive, passive and aggressive behavior by giving an example of each.
2. Explain characteristics of critical thinking.
3. What do you understand by the term 'Time Management'?
4. Discuss the terms "Team-Building" and "Team-Work".