



Q.1. Answer the following short questions: (6x5=30)

- i. Differentiate between functional and dysfunctional conflict.
- ii. Briefly describe self-serving bias.
- iii. What is social mirror and how can it be used to enhance self-awareness?
- iv. Define chronemics along with examples.
- v. How does empathy help us become a better person?
- vi. Differentiate between what is urgent and what is important.

Answer the following questions. (3x10=30)

Q2. Why do we negotiate? What are the strategies to improve negotiation skills?

Q3. Draw and explain Time Management Matrix along with tips and importance of time management.

Q4. What is meant by communication? Explain assertive communication in detail.