



UNIVERSITY OF THE PUNJAB

Fifth Semester – 2019

Examination: B.S. 4 Years Program

Roll No.

PAPER: Interpersonal Skills

Course Code: COMM-303 Part – II

MAX. TIME: 2 Hrs. 45 Min.

MAX. MARKS: 50

ATTEMPT THIS (SUBJECTIVE) ON THE SEPARATE ANSWER SHEET PROVIDED

Q.2. Give short answers to the following questions. (5x4=20)

- i. What are the Fears associated with self-disclosure?
- ii. Differentiate Eustress and Distress.
- iii. What are the Eight Elements of International Protocol for effective Global Negotiation?
- iv. What are three types of Listening? Identify the Best type of Listening.
- v. What are the Four methods to get Self-Awareness?

Q.3. Answers all the following questions briefly. (3x10=30)

- i. What is CONFLICT and what are Conflict Management Strategies?
- ii. What are the potential limitations of Teams? Write down team developmental stages.
- iii. Our personal and professional relationships can be greatly improved through understanding ourselves and appropriate self-disclosure with others. Support this statement with reference to JOHARI WINDOW.