# UNIVERSITY OF THE PUNJAB

Fifth Semester – 2019
Examination: B.S. 4 Years Program

	Roll No. in Fig
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	`\ Roll No. in Words

**PAPER: Interpersonal Skills** 

Course Code: COMM-303 Part-I (Compulsory)

MAX. TIME: 15 Min. MAX. MARKS: 10

Signature of Supdt.:

Attempt this Paper on this Question Sheet only.

Please encircle the correct option. Division of marks is given in front of each question.

This Paper will be collected back after expiry of time limit mentioned above.

Q.1. Encircle the right answ	er, cutting and	overwriting is	not allowe	d. (1x10=10)
1. Teamwork needs				and the second second
a) putting off		b) goal	c) co-ordin	ation d) achievement
2. Paralanguage includes				
a) pitch		b) colours	c)space	d) perceptions
<b>3.</b> is neede	ed to begin a meet	ing		
a) Minutes		b) Goals	c) Plan	d) Agenda
4. The ability to keep yourself ur	der observation is	called	· ·	
a) Stress manag d) Goal setting	ement	b) Achievement	c) Self-mor	nitoring
<ol> <li>Role playing in group means</li> <li>a) Combined effort</li> <li>d) working on given</li> </ol>	task	b) fighting with o	ne another	c) unique
6. Integrative Bargaining includes	*			
<ul> <li>a) fixed pattern</li> <li>b) lesser time</li> <li>7. Third Party Negotiation does n</li> <li>a) arbitration</li> <li>b) mediator</li> <li>8. Negotiation ends up on:</li> </ul>	ot include:	unication d) sho	ort-termed rel	ationship
a) win-lose b) lose-lose c) w 9. 'Avoidance' is a strategy to ma		and c		
a) stress b) team issues c).  10. 'Filtering' in communication r	lack of resources	d) conflict		
a) sugar-coating of message b) messages		nt c) avoiding m	essages d) to	o discard the old

## UNIVERSITY OF THE PUNJAB

Fifth Semester – 2019 **Examination: B.S. 4 Years Program** 

**PAPER: Interpersonal Skills** 

Course Code: COMM-303 Part - II Roll No. .....

MAX. TIME: 2 Hrs. 45 Min.

MAX. MARKS: 50

## ATTEMPT THIS (SUBJECTIVE) ON THE SEPARATE ANSWER SHEET PROVIDED

### Give short answers to the following questions. Q.2.

(5x4=20)

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

### Answers all the following questions briefly. Q.3.

(3x10=30)

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