

SECTION –A (SHORT/OBJECTIVE TYPE QUESTIONS)
(10x2=20 Marks)

- A. Self-efficacy' refers to
- the ability to modify one's own behaviour
 - a belief in one's own ability to succeed
 - the level of general skill a person has
 - a belief in one's own self-worth
- B. The term 'behaviourism' was first coined by
- Francis Crick
 - Edward Lee Thorndike
 - John Watson
 - Sherlock Holmes
- C. When do you make a first impression
- A year after you meet
 - As soon as you meet
 - Never
 - The after you meet
- D. Heredity factor affect the _____ you inherit
- Character traits
 - Personality traits
 - Environmental
 - d. Physical
- E. The idea that no two people are the same is
- Character
 - Unique
 - Physical traits
 - Heredity
- F. Your personality stops developing at this age.
- 18
 - 21
 - 35
 - Never
- G. Creative, moody, funny are all examples of

- ②
- Personality traits
 - Physical traits
 - Character
 - None of the above
- H. Type of non-verbal communication do not include
- Contempt
 - Hostility
 - Affection
 - Anger.
- I. Dress according your__
- Body size
 - Body Type
 - Physique
 - All of the above
- J. Avoid wearing bright colours to work
- True
 - False

SECTION –B (ESSAY TYPE QUESTIONS)
(5x10=50 Marks)

- What are the importance of behavioural skills in corporate world?
- How to make a great first impression?
- How can you manage with different types of personality?
- What are the qualities and skills of a good leader?
- How do you develop self-confidence?
- What are the importance of dress code at different occasions?
- Explain communication etiquette in detail.
- What are the golden rules of conversation?

“END OF THE PAPER”