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**CRS 456**

**II Semester M.Com. (HRD) Degree Examination, September/October 2022  
(Choice Based Credit System)  
COMMERCE  
Soft Skills Management**

Time : 3 Hours

Max. Marks : 70

**SECTION – A**

Answer **any four** questions out of seven, **each** question carries **10** marks, answer to **each** question should **not** exceed **4** pages. **(4×10=40)**

1. Describe the content of Johari window with suitable examples.
2. Differentiate between fatigue and boredom and bring out the causes of boredom.
3. Explain the various skills required for effectively managing public relations.
4. Discuss the basic rules of conduct in a group discussion.
5. Describe the various negotiating technique which helps in reducing interpersonal conflicts.
6. Explain the various stress management techniques for effectively manage stress in work place.
7. Discuss the role of soft skills in effective development of personality.

**SECTION – B**

Answer **any two** questions out of three, **each** question carries **15** marks, answer to **each** question should **not** exceed **7** pages. **(2×15=30)**

8. Discuss the impact of both positive and negative attitude on an individual career.
  9. Prepare a resume to be submitted for the post of human resource executive.
  10. What are the factors to be taken into consideration before, during and after attending a job interview ?
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