

**POST GRADUATE DIPLOMA IN LEGAL
PROCESS OUTSOURCING (PGDLPO)**

Term-End Examination

June, 2015

00270

**MLEI-006 : SKILLS, PERSONAL EFFECTIVENESS
AND ENTERPRISE DEVELOPMENT – II**

Time : 2 hours

Maximum Marks : 50

*Note : This paper consists of two parts, Part A and Part
B. Both the parts are compulsory.*

PART A

*All the questions are compulsory in this part. Each
questions carries 2 marks.*

10×2=20

1. Which one of the following technology applications is **not** used in an LPO ?
 - (a) E-mail
 - (b) MS PowerPoint
 - (c) West Law
 - (d) Camtasia

2. After appearing in an interview in an LPO firm you should
 - (a) relax putting your feet up, knowing that you had a great interview.
 - (b) spend hours kicking yourself for some poor answers you gave.
 - (c) immediately write a letter of thanks to each person who interviewed you.
 - (d) quit your job in anticipation of a new job.

3. Pick out a co-curricular activity from the following :
 - (a) Participation in Moot Courts in a law college
 - (b) Representing the Drama Society
 - (c) Being an active member of a Debating Society
 - (d) Representing the college at an Inter College Music Fest

4. Aesthetic judgments are commonly known to be subjective and in the short term they are, since critics often disagree about the value of a particular contemporary work of art. But over the time, the subjective element disappears. When works of art have continued to delight audiences for centuries like the paintings of Amrita Shergil, the music of Bade Ghulam Ali, we can objectively call them great.

The above statement supports which one of the following conclusions ?

- (a) The reputation of a work of art often fluctuates greatly from one generation to the other.
 - (b) The value of a contemporary work of art cannot be objectively measured.
 - (c) The critics did not agree with the value of the works of Amrita Shergil and Bade Ghulam Ali, when they were alive.
 - (d) The mere fact that a work of art has endured for centuries does not establish its greatness.
5. Which of the following is correct ?
- I. A premise is an assertion or a statement from which a conclusion follows.
 - II. In some arguments, the premise may be hidden or unstated and always taken to be true.
- (a) Both I and II
 - (b) Only I
 - (c) Only II
 - (d) I is correct and II is partially correct

6. The common testing method to test legal aptitude and skill in an LPO includes which one of the following :
- (a) Legal reasoning
 - (b) Legal writing and drafting
 - (c) Work assignment
 - (d) All of the above
7. Interview is
- I. A formal or informal interaction between two or more people.
 - II. In the context of a job it is the selection process.
 - III. In the context of a job it is the rejection process.
 - IV. A process that gives an interviewer an idea about your intelligence, general attitude towards life and professional capabilities.
- (a) I, II and IV
 - (b) I, III and IV
 - (c) I, II, III and IV
 - (d) I and II
8. A team leader must have which one of the following qualities towards achieving a specified mission ?
- (a) Know the team intimately
 - (b) Keep the team motivated
 - (c) Clearly set tasks for the team and constantly get feedback on the progress.
 - (d) Show ownership of the team

9. To be a part of an LPO, you must have

- I. Technical skills**
 - II. Team skills**
 - III. Time management skills**
 - IV. Leadership skills**
- (a) I and II**
 - (b) II and III**
 - (c) I, II, III and IV**
 - (d) II, III and IV**

10. Recruitment process typically consists of which of the following ?

- (a) Submission of Resumé**
- (b) Recruitment Testing**
- (c) The Interview**
- (d) All of the above**

PART B

*Answer any **three** questions from this part. Each question carries 10 marks. 3×10=30*

- 11.** Explain the importance of time management for an LPO professional.
 - 12.** Explain the main components of a Recruitment test.
 - 13.** Discuss the different types of interviews.
 - 14.** Discuss the qualities that a professional must have to achieve personal effectiveness in an LPO.
 - 15.** Write a note on E-Resumé.
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