

00123

**PROFESSIONAL CERTIFICATE IN
SPOKEN ENGLISH AND
PERSONALITY DEVELOPMENT**

**Term-End Examination
June, 2010**

BSSI-003 : LIFE SKILLS - III

Time : 2 hours

Maximum Marks : 60

Note : This paper has six questions. All questions are compulsory.

1. Read the passage and answer the questions that follow : 10

The various processes which are aimed at alleviating conflicts arising out of disputes and business deals constitute what is known as conflict resolution. The term is synonymous with other buzzwords in the industry such as dispute resolution. The various coordinates of conflict resolution include negotiation and mediation among other things. Conflicts at the workplace are an everyday occurrences when goals and means tend to clash it becomes a fertile breeding ground for conflict. Often personal animosity comes into the picture to further complicate the situation. Conflict is the bitter truth all business

ventures have to deal with. They must take care that they are suitably resolved so that they do not hamper personal and professional growth. It is extremely important to pay due attention to the aspect of resolving conflicts since it has the capacity to turn a negative outcome into a positive one.

- (a) What do you understand by the term, 'conflict resolution' ? What is the other name that it is known as ? **1+1**
 - (b) What constitutes conflict resolution ? Is it common in an office environment ? **1+1**
 - (c) Do personal sentiments have a role to play in conflict resolution ? Why do conflicts arise in the workplace ? **1+1**
 - (d) How does resolving a conflict help people personally ? How does it help the organisation ? **1+1**
 - (e) Give the meanings of the following words **1+1**
 - (i) alleviating
 - (ii) animosity
2. You are Arvind Sood. You have completed your B.Com and a diploma course in Sales and Marketing. You are an ace swimmer and cricket player. You wish to apply for the job of a Sales Manager in a leading newspaper. Write your Resume, mentioning other relevant details. **10**

3. Write an essay in about 150-200 words on *any one* of the given topics : 10
- (a) Effective communication and its features.
 - (b) Use of internet in business.
4. On the basis of your study of life skills mention whether the following statements are *True* or *False* : 10
- (a) Good marketing techniques are vital for a company's growth.
 - (b) Market research is a waste of human resource.
 - (c) Advertising involves strategy planning and execution.
 - (d) Good oral and written communication is essential for any position.
 - (e) Business Programme Outsourcing is commonly known as B.P.O.
 - (f) Soft skills training is an essential part of the B.P.O. industry.
 - (g) America saves cost on labour through outsourcing.
 - (h) Soft skills need no honing after they have been learnt.
 - (i) Every employee must know his/her KRAs at the beginning of a financial year.
 - (j) One needn't have good pronunciation to work in a B.P.O.

5. On the basis of your study of life skills, tick the correct option. 10
- (a) One can't get to know of job opportunities through :
- (i) newspapers
 - (ii) TV channels
 - (iii) company websites
- (b) Before looking out for a job opportunities one must :
- (i) take the hunt casually
 - (ii) ensure that the company knows you personally
 - (iii) be sure of the job profile
- (c) The 'Resume' must be :
- (i) updated every six months
 - (ii) be handwritten always
 - (iii) give impressive but untrue information
- (d) If night shifts don't suit you, you must :
- (i) still seek an opening in a B.P.O.
 - (ii) bargain for a time that suits you
 - (iii) not apply for a job there
- (e) Rakesh receives an interview call, the location of which he doesn't know, he should.
- (i) not find out the location of the office
 - (ii) find out the location
 - (iii) take his chances

- (f) What must Rakesh wear for the interview ?
- (i) a bright yellow shirt with black trousers.
 - (ii) jeans and an orange shirt
 - (iii) a striped blue shirt with navy blue trousers
- (g) What did Rajat do wrong at the interview ?
- (i) sat down without being asked to
 - (ii) greeted the interview panel with a warm smile
 - (iii) kept his folder on his lap
- (h) We should answer the interviewer
- (i) in a loud and thundering voice
 - (ii) in a clear and audible tone
 - (iii) whisper and with a nod of his head
- (i) A company will short list you because :
- (i) the 'resume' is impressive and well-written
 - (ii) you are in need of a job
 - (iii) you are politically connected
- (j) Good body posture during an interview would mean :
- (i) Sitting and standing straight
 - (ii) Casually reclined in the chair
 - (iii) Shaking and shuffling your legs

6. On the basis of your study of life skills, fill the blanks, choosing correct words from the box given below :

Tirade, tide, domain, demeanour, scope, rational, senses, spearhead, gestures, compliance, complaint, perception, sabotage, thought, mandatory.

- (a) _____ support your verbal communication.
- (b) _____ to work ethics is mandatory.
- (c) The interviewer's _____ is largely based on how you carry yourself.
- (d) You will _____ your chances of selection for the job by dressing inappropriately.
- (e) A 'Thank You' note though not _____ is a good idea.
- (f) With your vast knowledge and experience you should _____ this project.
- (g) Being _____ is always preferred to being sentimental
- (h) His _____ suggested a very arrogant and negative attitude.
- (i) The worst thing one can do is to launch a _____ against the previous employer.
- (j) Good communication skills can enhance and not replace _____ knowledge.