

**MAV Sem.-1 Examination****MAV-105****Mentoring & Behavioural Mgmt****February-2025****Time : 2-30 Hours]****[Max. Marks : 70****Instructions:**

- 1) Figures to the right indicate Full Marks.**
- 2) Do not write anything on the question paper.**
- 3) Do not use scientific calculator.**

Q1.	What is communication? Explain fundamental components of the communication process along with examples.	14 Marks
Q2.	Explain the common barriers to effective listening and how to improve it. OR Describe the components of body language: facial expression, gestures, postures, eye movements, proxemics (use of personal space), touch (haptics), body movements, gestural emblems, paralinguistics, appearance and attire.	14 Marks
Q3.	Explain the emotional intelligence, its key types, and the benefits of it. OR What is team work? Discuss the core elements of teamwork along with benefits.	14 Marks
Q4.	Explain do's and don'ts of professional telephone etiquettes along with benefits at workplace. OR How to make positive impression at workplace?	14 Marks
Q5.	Explain technical skills, interpersonal skills, conceptual skills and other essential management skills. providing relevant examples and situations.	14 Marks