

**UNDERGRADUATE END SEMESTER EXAMINATION : OCTOBER 2022****SEMESTER 5 : PSYCHOLOGY (OPEN COURSE)****COURSE : 19U5OCPSY01 : LIFE SKILLS DEVELOPMENT***(For Regular - 2020 Admission)*

Time : Three Hours

Max. Marks: 75

**PART A****Answer All (1 mark each)**

1. ----- are physical movements that can frame or illustrate words coming before, during or after what is being said
2. The action of delaying or postponing something is known as -----
3. ----- is responding flexibly and appropriately strongly in different situations
4. Luchins water jar problem is an example of ----- in problem solving
5. The zone between 18 and 48 inches is known as -----
6. ----- is the study of the role of time in communication.
7. The GAS model was introduced by -----
8. The type of listening where the listener has little awareness of the contents he hears is -----
9. -----are rules of thumb that are easy to use and often produce reasonably accurate answers
10. Communication from a general manager of a company to branch manager is an example for ----- communication

**(1 x 10 = 10)****PART B****Answer any 8 (2 marks each)**

11. We live with various relationships in our life. List down any four relationships you have and qualities you need to strengthen this relationships
12. What is meant by group discussion. What is the importance of GD
13. If a person is asked whether there are more words in the English language that begin with the letter R or have R as their third letter, they will find that it's easier to call to mind words that begin with the letter (when in fact, there are more words with R as their third letter - which is also true of K, L, N, and V). Identify the heursitics employed here. Explain
14. While an algorithm guarantees an accurate answer it is not always the best approach to problem solving. Why?
15. Explain briefly about inner monologue
16. Represent the process of communication with the help of a flowchart.
17. Differentiate between self awareness and self victimization
18. What is VUCA leadership
19. How fluency is different from flexibility in thinking. Give example
20. How can you ensure success in a group discussion

**(2 x 8 = 16)**

**PART C**

**Answer any 5 (5 marks each)**

21. To the best of your ability make a critical assessment of your vocal communication skills in the areas of VAPER
22. What is meant by negative feelings assertion. Explain the four steps to negative feeling assertion
23. Analyse the various physical and psychological barriers in effective communication
24. Discuss some guidelines to overcome procrastination
25. With the help of examples give a detailed account of various barriers to problem solving
26. Compare and contrast transformational and transactional leadership
27. Explain about Interview and Group Discussion.

**(5 x 5 = 25)**

**PART D**

**Answer any 2 (12 marks each)**

28. With the help of suitable examples explain the six thinking hats method in detail. State the advantages of this method
29. Is it possible to build assertive skill. If yes, explain ways to learn to be more assertive. Discuss in detail the benefits of being assertive
30. Explain the process of goal setting. Based on the golden rules of goal setting set your goals of near future.
31. Detail about the various barriers in effective communication. Discuss how the effectiveness of communication can be enhanced

**(12 x 2 = 24)**