INSTRUCTIONS TO CANDIDATES

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2. Write clearly the Question Booklet Version Code A, B, C, D or E in the appropriate space provided for the purpose, in the OMR Answer Sheet.

3. Enter the name of the Subject, Reg. No., Question Booklet version code and affix Signature on the OMR sheet. As the answer sheets are designed to suit the Optical Mark Reader (OMR) system, special care should be taken to fill those items accurately.

4. This Question Booklet contains 55 questions, Part – A contains 40 questions of one mark each. Part – B contains 15 questions of two marks each. All questions must be attempted. Each question contains four answers, among them one correct answer should be selected and shade the corresponding option in the OMR sheet.

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PART - A

Choose the best option. Each question carries one mark. (40×1=40)

1. Characteristics of critical thinking consist
   a) Critical thinking as reasonable and rational
   b) Critical thinking as reflective
   c) Critical thinking as inspiring
   d) All of the above

2. Stages of team development includes all except
   a) Forming  b) Storming  c) Attitude  d) Performing

3. SMART stands for
   a) Specific, Measurable, Attainable, Realistic, Timely
   b) Specific, Measurable, Achievable, Realistic, Timely
   c) Specific, Movable, Achievable, Rigid, Tolerable
   d) Specific, Measurable, Affordable, Reasonable, Timely

SMART  ಎಂದು
   a) ಸಾಮಕ್ಷಿಕ, ಸಾಂಸ್ಕೃತಿಕ, ಸಾಮರ್ಥ್ಯದರ್ಶನ, ಸಾಮಾನ್ಯ, ಸುಂದರ
   b) ಸಾಮಕ್ಷಿಕ, ಸಾಂಸ್ಕೃತಿಕ, ಸಾಮರ್ಥ್ಯದರ್ಶನ, ಸಾಮಾನ್ಯ, ಸುಂದರ
   c) ಸಾಮಕ್ಷಿಕ, ಸಾಂಸ್ಕೃತಿಕ, ಸಾಮರ್ಥ್ಯದರ್ಶನ, ಸಾಮರ್ಥ್ಯದರ್ಶನ, ಸಾಮಾನ್ಯ
   d) ಸಾಮಕ್ಷಿಕ, ಸಾಂಸ್ಕೃತಿಕ, ಸಾಮಾನ್ಯ, ಸಾಮರ್ಥ್ಯದರ್ಶನ, ಸಾಮಾನ್ಯ

SPACE FOR ROUGH WORK
4. Components of interpersonal skills do not include
   a) Self awareness   b) Pressure
   c) Positive attitude d) Communication
   a) ಸ್ವಭಾವ ವ್ಯವಸ್ಥೆ b) ದ್ರಾಕ್ಷತೆ
   c) ಪರಿಸ್ಥಿತಿ ವ್ಯವಸ್ಥೆ d) ವಿನಿಮಯ

5. The experience of understanding another person’s condition from his/her perspective is
   a) Sympathy   b) Empathy
   c) Feel sorry   d) Feel pity
   a) ಹರಡಿಕೊಂಡಿರಲು b) ಹುಳಿಗಾಯಿರಲು
   c) ಕಂದುದಿರಲು d) ಪ್ರಕಾರರು

6. The following are the communication styles except
   a) Assertive   b) Authoritative
   c) Aggressive   d) Submissive
   a) ಸ್ವತ್ತಾದಿಕೆಯಾದಿರಲು b) ಸ್ವಂತರೂಪವಿರಲು
   c) ರತನಕೆರೆ d) ಸ್ವಂತರೂಪ

7. Priority is
   a) An action or inaction that takes precedence
   b) The most preferred goal
   c) The most wanted goal
   d) The most beneficial goal
   a) ವಿಜಾತಿಯಾದಿರಲು ಶಿಕ್ಷೆಯ ಲಸೆಯನ್ನು ಅಧಿಕ ಮನೋಹರ b) ವಿಜಾತಿಯಾದಿರಲು ವೇಲಿಯನ್ನು ಹೆಸರಿಸಲು
   c) ವಿಜಾತಿಯಾದಿರಲು ಸ್ವತರೂಪ d) ವಿಜಾತಿಯಾದಿರಲು ಸ್ವತರೂಪ
8. Trying out different solutions until one works is known as
   a) Trial and error   b) Deductive reasoning
   c) Creative thinking d) Inductive reasoning
   a) ತ್ರಿಯಾಹೀರ    b) ಐಪ್ರಿಕಲ್ ರೇಷಣಾ
   c) ಕ್ರೀಡಾಯಾರ    d) ವಿಧೇಯ ರೇಷಣಾ

9. Another name for interpersonal communication is
   a) Person to person communication   b) Dyadic communication
   c) Procrastination      d) Authoritative communication
   a) ಪ್ರತಿನ್ಯುತ್ತಿರು ಸಂಬಂಧಿಸಿಕೆ b) ಡ್ಯಾಡಿಕ್ ಸಂಬಂಧಿಸಿಕೆ
   c) ಪ್ರೌಡ್ಕ್ಸ್ಟೇಷನ d) ಆಚರಣ ಸಂಬಂಧಿಸಿಕೆ

10. Goal setting theory is pioneered by
    a) Stacy Adams   b) Charms
    c) Edwin Locke d) F. W. Taylor
    a) ಸ್ಟೇಸ್ ಅಡಮ್ b) ಚಾರ್ಮ್
    c) ಎಡ್ವಿನ್ ಲೋಕ್ಕ d) ಆರ್.ವೆ., ಟ್ಯೂಲೆರ್

11. All of the following are the methods of communication except
    a) Transformation   b) Body language
    c) Written communication d) Verbal communication
    a) ಟರ್ಫೋರ್ಮ್ಜ್ಷನ್ b) ಬೇಡಿಂಗ್
    c) ಲಿಟ್ಟರ್ ಸಂಬಂಧಿಸಿಕೆ d) ವರ್ಬಲ್ ಸಂಬಂಧಿಸಿಕೆ
12. To motivate a team, you need to
   a) Know the theories of motivation
   b) Show unconditional trust
   c) Challenge the team
   d) Be known to staff

13. Communication is the task of imparting the
   a) Training
   b) Information
   c) Knowledge
   d) Message

14. The act of turning new and imaginative ideas into reality is called
   a) Generation
   b) Creativity
   c) Renovation
   d) Transformation

15. Calm persistence means
   a) Forcing of ideas
   b) Indecisiveness
   c) Putting forth matters in an adoptable way
   d) Leaving them to take their own decisions

16. Short term goals are for
   a) Five years or more
   b) Three to five years
   c) Less than one year
   d) More than 20 years

   a) 5
   b) 3 or 5
   c) 1
   d) 20
17. Which of these is not a basic interpersonal skill which contribute to the making of an effective leader?
   a) Communication skills  
   b) Facilitating skills  
   c) Rigid skills  
   d) Mentoring skills

18. What is an action plan?
   a) A set of steps to be followed to reach a goal
   b) A good credit rating
   c) A system to beat the odds
   d) A dream

19. A well defined problem does not have
   a) Specific goals
   b) Clearly defined solution paths
   c) Mental state
   d) Clearly expected solutions

20. Causes for problems include
   a) Physical
   b) Human
   c) Organisational
   d) All of the above
21. The last step in the process of problem solving is to
   a) Design the solution  b) Define the problem
c) Evaluating the solution  d) Organising the data

22. The process of making an expectation of reality is
   a) Brainstorming  b) Compromise
c) Conflict  d) Problem solving

23. How stress affects the body?
   a) Musculoskeletal system  b) Respiratory system
c) Cardiovascular system  d) All of the above

24. Too much stress can cause
   a) Negative emotional and physical symptoms
   b) Anxiety, irritability
   c) Increased heart rate
d) All of the above

25. There are ________ steps in the goal setting process.
   a) Two  b) Three  c) Four  d) Five

   a)  b)  c)  d)  

   SPACE FOR ROUGH WORK
26. Which is not simple method for reducing stress?
   a) Identifying what is causing the stress
   b) Building strong relationships
   c) Emotional quotient
   d) Exercise

27. The team can only be a team when
   a) People know each other and willingly form a group
   b) The principle of consultative decision making is applied
   c) They have a leader
   d) The team members are interdependent

28. The areas of life skills include
   a) Knowledge    b) Attitude   c) Problems   d) All of the above
   a) ಶೈಕ್ಷಣಿಕ b) ವ್ಯವಹರ c) ಸಮಸ್ಯೆಗಳ d) ಸಾಮಾನ್ಯ ವ್ಯವಹರ

29. Standards used to determine the best solution is
   a) Norm       b) Goal       c) Consensus   d) Criteria
   a) ನಿರ್ದೇಶ b) ಲಕ್ಷಣ c) ಗೌರವ d) ಸದೃಶ್ಯದ ಸಂಬಂಧ

SPACE FOR ROUGH WORK
30. Individuals of a team came together to work for a common objective having
   a) Similar interest  b) Similar taste  
   c) Similar attitude  d) All of the above
   a) जो जीवन शैली  b) जो जीवन रसस्वाद
c) जो जीवन अंतर्दौर  d) सभी जीवन अंतर्दौर
d) जीवन अंतर्दौर तेज

31. Which of the following is interpersonal skill training?
   a) Soft skills  b) Hard skills  
   c) Intermediate skills  d) Basic skills
   a) सॉफ्ट स्किल्स  b) हैर्ड स्किल्स
c) इंटिमेट क्लासिक्स  d) बेसिक स्किल्स
d) बेसिक स्किल्स तेज

32. People cannot interact with each other without
   a) Communication  b) Transport  c) Voice  d) Loud-speaker
  a) कॉम्युनिकेशन  b) ट्रांसपोर्ट
c) वोइस  d) लॉड्स्पीकर

33. E Q stands for
   a) Emotional Quotient  b) Emotional Quality  
   c) Emotional Intelligent Quotient  d) Emotional Intelligent Quality
   a) एम्बेशनल टाइमेंट  b) एम्बेशनल ग्वाली
c) एम्बेशनल इनटेलिजेंट टाइमेंट  d) एम्बेशनल इनटेलिजेंट ग्वाली
d) एम्बेशनल इनटेलिजेंट ग्वाली

34. The word communication is derived from the
   a) Spanish word  b) Latin word  c) Chinese word  d) Italian word
  a) पॅंस्प्यूजन  b) लैटिन वॉर्ड
c) चिनी वॉर्ड  d) इटलियन वॉर्ड
d) इटलियन वॉर्ड
d) इटलियन वॉर्ड

35. Interpersonal skills refer to
   a) Social skills  b) Soft skills  c) People skills  d) All of the above
   a) सोसाइटी स्किल्स  b) सॉफ्ट स्किल्स
c) पेप्स स्किल्स  d) सबसे अधिक स्किल्स
d) सबसे अधिक स्किल्स
d) सबसे अधिक स्किल्स
36. Innovation in teams is largely dependent on
   a) The IQ's of team members  b) Personality types in the team
   c) The team culture       d) Having clear rules

37. Positive stressors include events such as
   a) Major life change  b) Everywhere getting problem
   c) Financial problem d) None of the above

38. A question proposed for a solution is
   a) Abstract  b) Concept  c) Problem  d) Method

39. Problem solving method in which each side lives up something of value to
   help solve a problem
   a) Compromise  b) Consensus  c) Constraint  d) Problem solving

40. The clearly stated goal looks at
   a) What you want?  b) When you want to get it?
   c) How will you get it?  d) All of these
Choose the best option. Each question carries 2 marks.

41. Communication is the task of imparting
   a) Training  
   b) Information  
   c) Knowledge  
   d) Message

42. What should you not rely on when making judgement call ?
   a) Intuition  
   b) Commonsense  
   c) Gossip  
   d) Past experience

43. When a student encounters problems while trying to reach a goal and then claims that he is a failure. It is an example of
   a) Realistic thinking
   b) The best way to reach a goal
   c) Distortion of thinking
   d) Adjustment of thinking process

SPACE FOR ROUGH WORK
44. Which leadership style tends to centralize authority and make unilateral decisions?
   a) Cultural style  b) Autocratic style  c) Democratic style  d) Laissez-faire style

45. A group technique used to develop many ideas in a short period of time is known as
   a) Brainstorming  b) Consensus  c) Compromise  d) Conflict

46. The low level of goals are
   a) Strategic goals  b) Operational goals  c) Long term goals  d) Management goals

47. How we interpret both the verbal and non-verbal messages sent by others?
   a) Verbal communication  b) Non-verbal communication  c) Negotiation  d) Listening skills

48. What is revealed by the posture?
   a) Cultural background  b) Thoughts and feelings  c) Behaviour mild or tough  d) Expressions and actions

SPACE FOR ROUGH WORK
49. Believes, attitudes, traditions and expectations which are shared by group members is called
a) Group norms b) Group communication
c) Group cohesiveness d) Group structure

50. Employee morale
a) Produces healthy work environment b) Increased productivity
c) Improves interpersonal relationships d) All of the above

51. Problem solving method in which all members of a group fully accept and support a decision is
a) Norm b) Compromise c) Goal d) Consensus

52. Which of the following is not a characteristic feature of an effective team?
a) The team must have a clear goal.
b) The team must have a results driven structure.
c) The team must create conflict.
d) The team must have unified commitment.

![Image of rough work space]
53. The following are the various communication strategies according to 'Tarone':
   a) Avoidance
   b) Functional enquiry
   c) Conscious transfer
   d) Appeal for assistance

54. A series of steps adopted to solve a problem is termed as
   a) Problem solving cycle
   b) Life skill cycle
   c) Critical thinking cycle
   d) None of the above

55. More recently, goal setting has been promoted in the form of ________ a management system that incorporates employee participation in decision making process, goal setting and objective feedback.
   a) Objective appraisal
   b) Management by objectives
   c) Performance outcomes
   d) Management review
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PART – A

Choose the best option. Each question carries 1 mark. 

(40\times1=40)

1. What does the letter H stands for in Five Ws and One H ?
   a) Honesty  
   b) How  
   c) Handle  
   d) None of the above
   5W ನಂತರ 1H ಆಕರ್ಷಣೆಗಿಗೆ ಅನುಭವಿಸಲಾಗುತ್ತದೆ ?
   a) Honesty  
   b) How  
   c) Handle  
   d) ಎದುರಿಸಲು ತಾಲೆಯೂ ಎದುರು ಯಾಗಿಲು

2. Three common types of teams include the following EXCEPT
   a) Functional or departmental  
   b) Cross-functional  
   c) Self-managing  
   d) Brain-storming
   "ಇವು ಸಾಮಾನ್ಯ ತಂಡಗಳ ಪ್ರಮುಖ ಅಂಶಗಳು,
   a) ಕ್ರೀಡೆಕ್ಕಾರದ ಸ್ಥಳವಿದ್ದಿ  
   b) ಸ್ವಾಯತ್ತ ಸಮಾಧಾನ  
   c) ವಿಮಲ ಸಂಖ್ಯೆ  
   d) ಬ್ರಾನ್ಸ್, ಸ್ಟೋರ್ಮಿಂಗ್

3. The word ‘Communication’ is derived from the
   a) Spain word  
   b) Latin word  
   c) Chinese word  
   d) Italian word
   "ಕರ್ಮಶಾಲೆಯ ಉದ್ದೇಶ ತಮ್ಮ ಸಂಬಂಧವನ್ನು ಆಧಾರಿಸಿದ್ದು?
   a) ಸ್ಪೈನ್ ವರ್ಡ  
   b) ಲಾಟಿನ್ ವರ್ಡ  
   c) ಚೀನೀ ವರ್ಡ  
   d) ಇಟಲಿಯನ್ ವರ್ಡ"

4. The experience of understanding another person’s conditional from their perspective is
   a) Sympathy  
   b) Empathy  
   c) Feel sorry  
   d) Feel pity
   "ಅನ್ನರ ಪ್ರತಿಗಾರ ಆದರೆ ಅವನ ಅನುಭವವನ್ನು ಅನುಸರಿಸಿಕೊಳ್ಳುತ್ತದೆ?
   a) ಸ್ಪೈನಾಲ್ ಸಾರಿ  
   b) ಸೆರಲ್ ಸಾರಿ  
   c) ಕೇಳ್ಳ ಸಾರಿ  
   d) ಸ್ಪೆರ್ ಸಾರಿ"

5. There are ______ steps in the goal-setting process.
   a) two  
   b) three  
   c) four  
   d) five
   "ಕ್ಳ್ಯಾರ ಜೋಲಿ ಸ್ಥೋತ್ರದ ಅಂಶಗಳು; ______ ಸ್ಥಾನಗಳು?
   a) ತುಂಬೆ  
   b) ತುಂಬೆ  
   c) ತುಂಬೆ  
   d) ತುಂಬೆ"

SPACE FOR ROUGH WORK

D
6. Which is not a simple method for reducing stress?
   a) Identify what is causing the stress       b) Build strong relationships
   c) Emotional quotient                      d) Exercise

7. All of the following are the methods of communication EXCEPT
   a) Transformation                           b) Verbal communication
   c) Written communication                    d) Body language

8. Assertiveness includes all EXCEPT
   a) Standing up for your personal rights
   b) Expressing thoughts, feelings and beliefs directly
   c) Honest and appropriate ways
   d) Emotional quality

9. The following are the communication styles EXCEPT
   a) Assertive                                b) Authoritative     c) Aggressive      d) Submissive

10. Which W is not a part of “five W’s and one H”?

SPACE FOR ROUGH WORK
11. The clearly stated goal looks at
   a) What you want?  
   c) How you will get it?  
   b) When you want to get it?  
   d) All of these  
   a) ಹೊಂದಿಕೆ  ಸಾಮರ್ಥ್ಯವೇ  ಕೆಲಸ ತಯಾರಿಸುವಾಗಿ  ಸರಣಿಯೇ?  
   c) ಆದಿದ್ದೆಯು ತಿನ್ನಬೇಕು?  
   b) ಎಂದೆಂದರೆ ತಮ್ಮದರು ತಿನ್ನುವಾಗಿ  ಸರಣಿಯೇ?  
   d) ಎಂದೆಂದರೆ ಸರಣಿಯೇ  

12. Which of the following is interpersonal skill training?  
   a) Soft skills  
   c) Intermediate skills  
   b) Hard skills  
   d) Basic skills  
   a) ಚೆನ್ನಿ ಮೂಲಕ ನಿರ್ದೇಶ ಚೀಂತಗೆಜಿದು  ತಿನ್ನುವಾಗಿ  ಸರಣಿಯೇ?  
   c) ಮೂಲಕ ಮೂಲಕ ನಿರ್ದೇಶ ಚೀಂತಗೆಜಿದು  ತಿನ್ನುವಾಗಿ  ಸರಣಿಯೇ?  
   b) ಮೂಲಕ ಮೂಲಕ ನಿರ್ದೇಶ ಚೀಂತಗೆಜಿದು  ತಿನ್ನುವಾಗಿ  ಸರಣಿಯೇ?  
   d) ಮೂಲಕ ಮೂಲಕ ನಿರ್ದೇಶ ಚೀಂತಗೆಜಿದು  ತಿನ್ನುವಾಗಿ  ಸರಣಿಯೇ?  

13. What do we call a specific area in which a person needs to change?  
   a) Psychological need  
   c) Behavioral need  
   b) Development need  
   d) Social need  
   a) ಪಡೆಯುವ ಸಾಮರ್ಥ್ಯ  
   c) ಬೀರುವ ಸಾಮರ್ಥ್ಯ  
   b) ವ್ಯವಹಾರದ ಸಾಮರ್ಥ್ಯ  
   d) ಸಾಮಾಜಿಕ ಸಾಮರ್ಥ್ಯ  

14. Innovation in teams is largely dependent on  
   a) The IQ’s of team members  
   c) The team culture  
   b) Personality types in the team  
   d) Having clear rules  
   a) ಸಂಸ್ಕರಣದ ಸಾಮರ್ಥ್ಯ  
   c) ಸಂಸ್ಕರಣದ ಸಾಮರ್ಥ್ಯ  
   b) ಪ್ರತಿನಿಧಿತ್ವದ ಸಾಮರ್ಥ್ಯ  
   d) ಸ್ಮರಣ ಸಾಮರ್ಥ್ಯ  

15. Positive stressors include events such as  
   a) Major life change  
   c) Financial problem  
   b) Everywhere on getting problem  
   d) None of the above  
   a) ಜೀವನದಲ್ಲಿಯೂ ತಿನ್ನಬೇಕು  ಸಾಮರ್ಥ್ಯ  
   c) ಆದಿದ್ದೆಯು ತಿನ್ನಬೇಕು  ಸಾಮರ್ಥ್ಯ  
   b) ಎಂದೆಂದರೆ ಸರಣಿಯೇಯೂ ತಿನ್ನಬೇಕು  ಸಾಮರ್ಥ್ಯ  
   d) ಎಂದೆಂದರೆ ಸರಣಿಯೇಯೂ ತಿನ್ನಬೇಕು  ಸಾಮರ್ಥ್ಯ  

SPACE FOR ROUGH WORK
16. Problem-solving method in which all members of a group fully accept and support a decision.
   a) Norm    b) Compromise   c) Goal   d) Consensus

17. From the following which is not a Rule for goals to be effective and workable:
   a) A goal must be personal   b) Goal must be positive
   c) Goal must be written   d) Goal must be for financial aid

18. Name of the first step of goal setting
   a) Write your goals down   b) Identify your goals
   c) Needs analysis   d) List benefits and obstacles

19. Individuals for a team come together to work for a common objective having
   a) Similar interest   b) Similar attitude
   c) Similar taste   d) All the above
20. Team building activities include
a) Improve the relations and strengthen the bond among the employees
b) Increase the chances of confusions and misunderstandings
c) Make individuals feel more difficult at work
d) None of the above

21. The process of making an expectation a reality.
a) Brainstorming  b) Problem solving
c) Criteria       d) Goal

22. Causes for problems include
a) Physical     b) Human    c) Organizational d) All of the above

23. ___________thinking is very important in a new knowledge economy.
   a) Critical  b) Group  c) Normal  d) Imaginative

24. Among the following, which one is not the division of critical thinking?
   a) Curiosity  b) Conflict  c) Skepticism  d) Humility

SPACE FOR ROUGH WORK
28. Effective teams are
   a) Play the politics better than other teams b) Have more power
   c) Never need to ask for help d) None of the above

29. Components of interpersonal skills do not include
   a) Self-awareness    b) Pressure
   c) Positive attitude  d) Communication

30. Messages can be communicated through the following non-verbal channels
   a) Facial expressions b) Gaze c) Gestures d) All of the above

31. Too much stress can cause
   a) Negative emotional and physical symptoms b) Anxiety, irritability
   c) Increased heart rate d) All of the above

32. How stress affects the body?
   a) Musculoskeletal system b) Respiratory system
   c) Cardiovascular system d) All of the above

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SPACE FOR ROUGH WORK

D
33. What is an action plan?
   a) A set of steps to be followed to reach a goal
   b) A good credit rating
   c) A system to beat the odds
   d) A dream

34. Which of these is not a basic interpersonal skill which contribute to the making of an effective leader?
   a) Communication skills
   b) Facilitating skills
   c) Rigid skills
   d) Mentoring skills

35. “EQ” stands for
   a) Emotional Quotient
   b) Emotional Intelligent Quotient
   c) Emotional Quality
   d) Emotional Intelligent Quality

   “EQ” translates
   a) ಇನ್ನುಹೊಂದಿರುವ ಕುರಿತದ (ಕ್ಷೇತ್ರಹೊಂದಿದ್ದ ದಹಿ)
   b) ಇನ್ನುಹೊಂದಿರುವ ಲೆಬೈಟ್ಸ್ ಕುರಿತದ (ಕ್ಷೇತ್ರಹೊಂದಿದ್ದ ದಹಿ)
   c) ಇನ್ನುಹೊಂದಿರುವ ಕುರಿತದ (ಪ್ರಾರಂಭದಲ್ಲಿ)
   d) ಇನ್ನುಹೊಂದಿರುವ ಲೆಬೈಟ್ಸ್ ಕುರಿತದ (ಪ್ರಾರಂಭದಲ್ಲಿ)
36. Short term goals are for
a) Five years or more  
   b) Three to five years
   c) Less than one year  
   d) More than 20 years

37. A question proposed for a solution is
a) Abstract  
   b) Concept  
   c) Problem  
   d) Method

38. Problem-solving method in which each side hives up something of value to help solve a problem.
   a) Compromise  
   b) Consensus  
   c) Constraint  
   d) Problem solving

39. The situation that causes stress is known as
a) Obesity  
   b) Stressors  
   c) Stress response  
   d) Mental health

40. A well-defined problem does not have
a) Specific goals  
   b) Clearly defined solution paths  
   c) Mental state  
   d) Clear expected solutions

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D

SPACE FOR ROUGH WORK
PART – B

Choose the best option. Each question carries two marks.

(15x2=30)

41. When a team is in its storming phase, the key leadership focus should be
   a) Providing strong direction
   b) Facilitating interdependence
   c) Allowing people to vent frustrations
   d) Assisting with personal problems

44. What should you NOT rely on when making judgement call?
   a) Intuition  
   b) Common sense  
   c) Gossip  
   d) Past experience

45. "I will graduate knowing that I did my best". What kind of goal is this?
   a) Life-long goal  
   b) Short term goal  
   c) Long term goal  
   d) Medium term goal

46. Stress response can save our life by giving us ______ to defend ourselves.
   a) Fear  
   b) Extra strength  
   c) Challenges  
   d) Concentrate

47. Team building refers to the various activities undertaken to ______ the team members.
   a) Perform  
   b) Motivate  
   c) Improve  
   d) Confuse

48. Stages of team development includes all EXCEPT
   a) Forming  
   b) Storming  
   c) Attitude  
   d) Performing

   ________ are the stages of team development.
   a) Forming  
   b) Storming  
   c) Performing  
   d) Merging
49. Standards used to determine the best solution is
   a) Norm  b) Goal  c) Consensus  d) Criteria
   ಪ್ರಕೃತಿಯನ್ನು ಕಂಡುಹಿಡಿಯಲು ಹೇಳುವ ಕಾರ್ಯ ಸೇರುವ ಸಹಜತೆಯನ್ನು ಕಂಡುಹಿಡಿಯಲು ಹೇಳುವ ಸಹಜತೆಯನ್ನು ಕಂಡುhue=2002
   a) ಪ್ರಕೃತಿ  b) ಲಕ್ಷಣ  c) ಸಹಜತೆ  d) ಸಹಜತೆಯನ್ನು

50. The following are the various communication strategies according to Tarone.
   a) Avoidance  b) Functional enquiry  c) Conscious transfer  d) Appeal for assistance
   ದೃಢದೃಢವಾದ ವಿಧಾನದ ತಂತ್ರಗಳು  b) ಫಂಕ್ಷನಲ್ ಕ್ರಿಯೆ  c) ಪ್ರದರ್ಶನದ ತಂತ್ರಗಳು  d) ಪ್ರಶ್ನೆಗಳಿಗೆ ಸಹಾಯ
   a) ಸ್ವಯಂ ಸ್ವಯಂ  b) ಸ್ವಯಂ ಸ್ವಯಂ  c) ಸ್ವಯಂ ಸ್ವಯಂ  d) ಸ್ವಯಂ ಸ್ವಯಂ

51. Which of the following is not a characteristics of effective team?
   a) The team must have a clear goal  b) The team must have a results-driven structure  c) The team must create conflict  d) The team must have unified commitment
   ದೃಢದೃಢವಾದ ವಿಧಾನದ ತಂತ್ರಗಳು  b) ಫಂಕ್ಷನಲ್ ಕ್ರಿಯೆ  c) ಪ್ರದರ್ಶನದ ತಂತ್ರಗಳು  d) ಪ್ರಶ್ನೆಗಳಿಗೆ ಸಹಾಯ
   a) ಸ್ವಯಂ ಸ್ವಯಂ  b) ಸ್ವಯಂ ಸ್ವಯಂ  c) ಸ್ವಯಂ ಸ್ವಯಂ  d) ಸ್ವಯಂ ಸ್ವಯಂ

52. Following are the qualities of a team EXCEPT
   a) A clear and elevating goal  b) Competent members  c) Collaborative climate  d) Chronic stress
   ದೃಢದೃಢವಾದ ವಿಧಾನದ ತಂತ್ರಗಳು  b) ಫಂಕ್ಷನಲ್ ಕ್ರಿಯೆ  c) ಪ್ರದರ್ಶನದ ತಂತ್ರಗಳು  d) ಪ್ರಶ್ನೆಗಳಿಗೆ ಸಹಾಯ
   a) ಸ್ವಯಂ ಸ್ವಯಂ  b) ಸ್ವಯಂ ಸ್ವಯಂ  c) ಸ್ವಯಂ ಸ್ವಯಂ  d) ಸ್ವಯಂ ಸ್ವಯಂ
53. More recently, goal setting has been promoted in the form of __________, a management system that incorporates employee participation in decision making, goal setting and objective feedback.
   a) Objectives appraisal
   b) Management by objectives
   c) Performance outcomes
   d) Management review

54. What is the best conflict strategy?
   a) Identify the problem and brainstorm solutions
   b) Be emotional and communicate aggressively how upset you are
   c) Don’t back down until you get your way
   d) Avoid conflicts altogether to maintain a peaceful relationship

55. Communication is the task of imparting the
   a) Training
   b) Information
   c) Knowledge
   d) Message

Note: The answers are not provided in the image.
INSTRUCTIONS TO CANDIDATES

1. Immediately after the commencement of the Examination, you should check that this Booklet does not have any unprinted or torn or missing pages or items, etc. If any of the above defects is found, get it replaced by a Complete Question Booklet of the available series.

2. Write clearly the Question Booklet Version Code A, B, C, D or E, in the appropriate space provided for the purpose, in the OMR Answer Sheet.

3. Enter the name of the Subject, Reg. No., Question Booklet version code and affix Signature on the OMR sheet. As the answer sheets are designed to suit the Optical Mark Reader (O.M.R.) system, special care should be taken to fill those items accurately.

4. This Question Booklet contains 55 questions, Part – A contains 40 questions of one mark each and Part – B contains 15 questions of two marks each. All questions must be attempted. Each question contains four answers, among them one correct answer should be selected and shade the corresponding option in the OMR sheet.

5. All the answers should be marked only on the OMR sheet provided and only with a black or blue ink ball point pen. If more than one circle is shaded / wrongly shaded / half shaded for a given question no marks will be awarded.

6. Questions are in both English and Kannada. If any confusion arises in the Kannada version, please refer to the English version of the questions.

7. Immediately after the final bell indicating the closure of the examination, stop making any further markings in the OMR Answer Sheet. Be seated till the OMR Answer Sheet is collected. After handing over the OMR Answer Sheet to the Invigilator you may leave the examination hall.
Note: English version of the instructions is printed on the front page of this booklet.
SECTION – A

Choose the best option. Each question carries 1 mark. (40×1=40)

1. When the team is in storming phase, the key leadership should focus on
   a) Provide strong direction
   b) Facilitating interdependency
   c) Allowing people to vent frustration
   d) Assisting with personal problems

2. Delegation will be effective when
   a) You only delegate routine tasks
   b) You delegate the task you don’t have the skill for
   c) New tasks delegated
   d) You delegate responsibility and authority

SPACE FOR ROUGH WORK

D
3. To motivate a team, you need to
   a) To know the theories of motivation
   b) Show unconditional trust
   c) Challenge the team
   d) Be known to staff

4. The last step in the process of problem solving is to
   a) Design the solution
   b) Define the problem
   c) Evaluating the solution
   d) Organising the data
5. Communication is the task of imparting the
   a) Training      b) Information       c) Knowledge      d) Message
   
6. Which is/are the components of interpersonal skills?
   a) Verbal and non-verbal communication
   b) Listening skills
   c) Problem solving
   d) All of the above
   
7. The act of turning new and imaginative ideas into reality is called
   a) Generation      b) Creativity
   c) Renovation       d) Transformation
   
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   SPACE FOR ROUGH WORK

D
8. Interpersonal skills refer to
   a) Social skills
   b) Soft skills
   c) People skills
   d) All the above

9. EQ stands for
   a) Emotional Quotient
   b) Emotional Intelligent Quotient
   c) Emotional Quality
   d) Emotional Intelligent Quality

10. The team can only be a team when
    a) People know each other and willingly form a group
    b) The principle of consultative decision making is applied
    c) They have a leader
    d) The team members are interdependent

D
11. People cannot interact with each other without
   a) Communication  
   b) Transport  
   c) Voice  
   d) Loudspeaker

12. The word 'communication' is derived from the
   a) Spain word  
   b) Latin word  
   c) Chinese word  
   d) Italian word

13. Calm persistence means
   a) Forcing of ideas  
   b) Putting forth matters in an adoptable way  
   c) Leaving them to take their own decisions  
   d) Indecisiveness

SPACE FOR ROUGH WORK
14. Positive enquiry
   a) Comfortable with praise
   b) Do not know how to handle praise
   c) Uncomfortable with praise
   d) Looking for inner meaning

15. What type of device is ‘telex’?
   a) Mechanical
   b) Computerised
   c) Telegraphic
   d) Telephone

16. All problems have two features in common
   a) Methods and objectives
   b) Strengths and barriers
   c) Goals and barriers
   d) All of the above

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SPACE FOR ROUGH WORK

D
17. Thinking is very important in a the new knowledge economy.
   a) Critical  
   b) Group  
   c) Normal  
   d) Imaginative

18. is the first step in problem solving.
   a) Considering possible solutions  
   b) Collection and analysis of data  
   c) Observation and evaluation  
   d) Identifying and analysing the problem

19. The process of making an expectation a reality is
   a) Brain storming  
   b) Compromise  
   c) Conflict  
   d) Problem solving
20. The tendency to use only those solutions that have worked in the past is
   a) Trial and Error
   b) Inductive reasoning
   c) Dialectical reasoning
   d) Mental set

21. The process of overcoming difficulties that appear to interfere with the attainment of a goal is known as
   a) Critical thinking
   b) Creative thinking
   c) Method
   d) Problem solving

22. Trying out different solutions until one works is known as
   a) Trial and error
   b) Creative thinking
   c) Deductive reasoning
   d) Inductive reasoning
23. The process by which a particular conclusion is drawn from a set of general statements is known as
   a) Algorithm
   b) Trial and Error
   c) Deductive reasoning
   d) Inductive reasoning

24. Step by step procedures that are guaranteed to achieve a particular goal is termed as
   a) Trial and error
   b) Algorithm
   c) Deductive reasoning
   d) Inductive reasoning

25. Steps involved in problem solving includes
   a) Identifying and defining the problem
   b) Forming a strategy and organising information
   c) Monitoring progress and evaluating results
   d) All of the above
26. Priority is:
   a) An action or intention that takes precedence
   b) The most preferred goal
   c) The most wanted goal
   d) The most beneficial goal

27. Building a schedule includes:
   a) Attending classes
   b) Setting weekly and daily goals and prioritising them
   c) Attending classes and setting goals
   d) Setting and prioritising goals

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SPACE FOR ROUGH WORK

D
28. Medium term goals are set to achieve
   a) Before short term goals
   b) After long term goals
   c) Between short term and long term goals
   d) Over a period of 5 years and more

29. Goals are to be achieved
   a) Within the prescribed deadline
   b) Over a period of time
   c) Whenever possible
   d) None of the above

30. Long term goals are for
   a) Five years or more
   b) Three to five years
   c) Less than one year
   d) More than 20 years
31. SMART stands for

a) Specific, Measurable, Attainable, Realistic and Timely
b) Special, Movable, Attainable, Realistic and Timely
c) Specific, Measurable, Achievable, Rigid and Tolerable
d) Specific, Measurable, Affordable, Reasonable and Timely

32. Interpersonal skill is

a) The ability to communicate effectively within an organization
b) The skill to communicate effectively with outsiders
c) The skill to communicate effectively both with inside and outside the organization
d) All of the above
33. Short term goals are for
   a) Five years or more
   b) Three to five years
   c) Less than one year
   d) More than 20 years

34. Medium term goals are for
   a) Five years or more
   b) Three to five years
   c) Less than one year
   d) More than 20 years

35. Setting goals gives us long term vision and short term
   a) Motivation
   b) Inspiration
   c) Pressure
   d) Innovation

36. The areas of life skills include
   a) Knowledge
   b) Attitudes
   c) Problems
   d) All of the above
37. Identifying our strengths and weaknesses, desires and dislikes is termed as
   a) Self awareness
   c) Sympathy
   b) Empathy
   d) Creative thinking

38. Benefits of life skills for an individual are
   a) Problem solving
   c) Critical thinking
   b) Effective communication
   d) All of the above

39. A question proposed for a solution is
   a) Abstract
   c) Problem
   b) Concept
   d) Method

40. Causes for problems includes
   a) Physical
   c) Organisational
   b) Human
   d) All of the above

SPACE FOR ROUGH WORK
SECTION – B

Choose the best option. Each question carries 2 marks. (15 x 2 = 30)

41. The process of setting goals and selecting the means for achieving the set goals is
   a) Organising  b) Managing  c) Controlling  d) Planning

42. An objective means
   a) A clear set of goals to be attained given a set of resources
   b) A defined specified outcome to be achieved in the long term
   c) A set standard of performance agreed by workers and managers
   d) A clearly defined outcome to be achieved

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SPACE FOR ROUGH WORK
43. A series of steps adopted to solve a problem is termed as
   a) Problem solving cycle
   b) Life skill cycle
   c) Critical thinking cycle
   d) None of the above

44. Which is the democratic way of a group?
   a) Decision making will encourage participation of members
   b) Very strict rules to be followed
   c) It is autocratian
   d) None of the above

45. Which leadership style tends to centralise authority and make unilateral decisions?
   a) Cultural style
   b) Autocratic style
   c) Democratic style
   d) Laissez-faire style
46. Submissiveness includes:
   a) Wailing and moaning
   b) Helplessness and passive
   c) Indecisive
   d) Not forth right

47. A group technique used to develop many ideas in a short period of time is known as:
   a) Brain storming
   b) Consensus
   c) Compromise
   d) Conflict

48. Which communication has direct contact:
   a) Telecommunication
   b) Written communication
   c) Oral communication
   d) Remote communication

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SPACE FOR ROUGH WORK
49. Which are not communication styles from the following?
   a) Passive communication  b) Aggressive communication
   c) Assertive communication  d) Oral communication

50. The ability to analyse information and experience in an objective manner is known as
   a) Problem solving  b) Creativity
   c) Critical thinking  d) Method

51. Standards used to determine the best solution is
   a) Norm  b) Goal
   c) Consensus  d) Criteria

52. Problem solving method in which all members of a group fully accept and support a decision is
   a) Norm  b) Compromise  c) Goal  d) Consensus
53. Employee morale
   a) Produces healthy work environment
   b) Increased productivity
   c) Improves interpersonal relationships
   d) All of the above

54. The experience of understanding another person’s condition from their perspective is
   a) Sympathy
   b) Empathy
   c) Feel sorry
   d) Feel pity

55. The low level of goals are
   a) Strategic goals
   b) Operational goals
   c) Long term goals
   d) Management goals