

4 What is conflict ? Why does the conflict oriented situation arises ? 12

5 Explain determinants and types of stress. 12

OR

5 Who is facilitator ? Explain his main functions.

6 Write short notes : (any **three**) 12

- (1) Placement phobia
- (2) Negotiation
- (3) Human intelligence
- (4) Techniques of communication
- (5) Faculty development.
