Contents

SECTION-A DECISION MAKING & PROBLEM SOLVING

1.	Introduction	3–4
2.	What is DMPS	5–9
3.	Factors Affecting Decision Making	10-12
4.	Chain Decision	13–15
5.	Steps Involved in Decision Making	16–20
6.	Approaches to Decision Making	21–24
7.	Decision Making Tools	25–35
8.	Chain Decision Questions	36–38
9.	Question Bank on DMPS	39–56
	SECTION-B	
INTERPERSONAL SKILLS INCLUDING		
COMMUNICATION SKILLS		
1.	Introduction	3–8
2.	Understanding IPSCS	9–16
3.	The Johari Window	17–22
4.	Transactional Analysis	23-30
5.	Essential Skills of a Civil Servant	31–43
6.	Leadership Skills	44–54
7.	About Civil Services	55–67
8.	Practice Questions (with detailed explanations)	68-128