

B.A. 4th Semester (Programme) Examination, 2022

ENGLISH

Course ID: 40310

Course Code: APENG-404/SEC-2

Soft Skills

Time: 2 Hours

Full Marks: 40

The figures in the margin indicate full marks.

Candidates are required to give their answers in their own words as far as practicable.

Answer all the questions.

Unit-I

1. Answer *any three* of the following questions:

3x10 = 30

- (a) "Soft skills include psycho-social abilities and interpersonal skills". – Discuss.
- (b) How do certain behavioural patterns affect an effective teamwork? Explain.
- (c) What do you understand by emotional intelligence? Explain its relevance in professional and personal life.
- (d) Write a short note on the correlation between flexibility and adaptability. How does one acquire and improve these behaviours?
- (e) What are the basic soft skills that one should develop in order to become a leader? Elaborate.
- (f) Discuss "the IDEAL problem-solving model" as developed by John Bransford and Barry Stein.

Unit-II

2. Answer *any five* of the following questions:

5x2 = 10

- (a) How does prejudice play a crucial role in the formation of attitude?
- (b) How do you define "non-verbal communication"?
- (c) Mention some of the guidelines for building an effective team.
- (d) Differentiate between "programmed" and "non-programmed" decisions.
- (e) What do you understand by interpersonal skills?
- (f) Why are soft skills often called "corporate skills"?
- (g) What do you mean by creative thinking?
- (h) What is relationship management?
- (i) Define democratic or participative leadership style.
- (j) Mention some of the crucial elements in the development of one's personality.

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