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Your Roll No.....

Sr. No. of Question Paper : 4153

HC

Unique Paper Code : 12033903

Name of the Paper : Soft Skills

Name of the Course : BA (H) English CBCS – SEC

Semester : IV

Duration : 3 Hours

Maximum Marks : 75

Instructions for Candidates

Write your Roll No. on the top immediately on receipt of this question paper.

Section A

Attempt the following :

(10×3=30)

(a) In today's competitive world, mere paper qualifications can't guarantee success, one also requires excellent interpersonal skills. Briefly discuss the difference between hard and soft skills with appropriate examples.

Or

(b) Several recent studies have claimed that despite a "women-friendly" attitude, the professional world continues to be male centric. In your view, what are the various factors responsible for this gender discrimination?

(a) A leader must first of all be a team player. Do you agree? Explain how it is important to align one's individual aspirations/vision with that of the team.

Or

(b) Keen observation skills are a prerequisite of the ability to adapt in any situation. Elaborate.

3. (a) What do you understand by emotional quotient or emotional intelligence? In what ways does it help us to navigate our social and professional lives?

Or

(b) Discuss some of the barriers/obstacles that can impede or adversely affect team functionality.

Section B

Attempt any **three** of the following :

(15×3)

1. Once a farmer lost his precious watch while working in a barn. It may have appeared as an ordinary watch to others but he held a deep sentimental value for it. After searching high and low among the hay for a long time, the old farmer got exhausted. The tired farmer did not want to give up his search for his watch and requested a group of children playing outside the barn to help. He promised an attractive reward for the person who can find his beloved watch.

After hearing about the reward, the children hurried inside the barn and went through and round the entire stack of hay to find the watch. After a long time of looking for a watch in the hay, most of the children got tired and gave up. Disappointed, the farmer gave up hope of ever finding his watch. Just when the farmer was closing the door, a little boy came up to him and requested the farmer to give him another chance. The farmer did not want to miss any chance of finding the watch so he let the little boy in.

After a little while the little boy came out with the watch in his hand. The farmer was happily surprised and asked how the boy succeeded to get the watch while everyone including him had failed. The boy replied "I just sat there tried listening to the ticking of the watch. In silence, it was much easier to listen to it and direct the search in the direction of the sound." The farmer was delighted to get the watch and rewarded the little boy as promised.

- (a) The little boy shows problem solving skills. Describe the process of problem solving as applied in this situation. (5)
- (b) Do you think that both the farmer and the little boy deal with the problem by adapting themselves? Give reasons, and discuss the importance of adaptability as a skill. (5)
- (c) In your opinion, was the little boy a good team worker? Why or why not? Explain your opinion. (5)

2. Do you consider leadership as personal growth, or collective growth? Discuss the attributes which make a good leader in your opinion.
3. Is conflict in workplaces and everyday life normal? What are some of the ways in which conflicts can be resolved? Discuss with examples.
4. You may encounter people with troublesome behaviour in a shop or other commercial establishment. Write about the troublesome behaviour of one such person and how it could affect the clientele of the establishment.
5. How is assertiveness different from aggression? How do assertive skills benefit your personal and professional development?
6. You have been working in a company for many years and your employers are satisfied with your work. Suddenly one day you are asked to upgrade your skills. What will be your reaction and what will you do?
7. What do the following gestures indicate? Give a reasonable explanation of your interpretation. Attempt any three.
 - (a) Mirroring the other person's body language.
 - (b) The Head Duck
 - (c) The Double-Arm-Grip
 - (d) The Coffee Cup Barrier