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Your Roll No.....

Sr. No. of Question Paper : 4695 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) What do you understand by non verbal behaviour? With the help of appropriate examples, illustrate any five nonverbal elements of communication that may be mastered to ensure a successful communication.

Or

(b) You have just learnt that your colleague has been promoted to a superior position that you feel you deserved more. What will be your first reaction to the news and how will you manage the situation?

P.T.O.

2. (a) Our multiculturalism is one of our biggest strengths but it often leads to interpersonal misunderstandings, sometimes even escalating into violent clashes. Discuss with examples how we can avoid such confrontations by employing specific soft skills.

Or

- (b) "You never really understand a person until you consider things from his [her] point of view - until you climb into his [her] skin and walk around in it." Harper Lee, *Kill a Mockingbird*. In the light of this statement, discuss the role of empathy in interpersonal relationships.

3. (a) Suggest five measures which can help us effectively combat gender discrimination around us.

Or

- (b) Taking credit for one's successes is as important as accepting responsibility for one's blunders and failures. Discuss how the ability to own up responsibility is a crucial aspect of teamwork.

Section B

Attempt any **three** of the following :

1. Once upon a time, there lived a farmer who grew high quality award winning corn. Each year he would enter the state farmers' fair and win a gold award for his exceptional good corns. (15×3=)

The farmer's high quality corn was praised all around in the state. The success story of his exceptional corn reached the ears of a journalist and he wanted to interview the farmer. While he was learning about the agriculture process of the farmer, he discovered that the farmer shared his best quality seeds with his neighbours.

"How can you afford to share your best corn seeds with your neighbours when some of them compete with you in the agriculture fair?", asked the curious reporter.

"Why wouldn't I Sir?", asked the farmer. "Didn't you know that the wind picks up pollen from the ripening corn and swirls it from field to field. If my neighbours grow inferior quality corn, cross pollination would eventually degrade the quality of my corn too. If I am to grow high quality corn, I must help my neighbours grow good corn too."

- (a) Discuss the concept of community and empathy which the farmer brings to his work, in this story. (5)
- (b) Do you agree that in this story, the farmer shows team spirit, even though he is not formally part of a team? Give a reasoned answer. (5)
- (c) In your opinion, does the farmer show the qualities of a problem-solver and a critical thinker? Discuss. (5)

How are the qualities of assertiveness and aggression different from each other? Discuss, giving examples.

3. What are the different kinds of team roles one can find in a team? Delineate them, using examples to illustrate your answer.
4. 'If you know what hurts you, you know what hurts others.' How does this proverb emphasize the importance of emotional intelligence?
5. What do the following gestures indicate? Give a reasonable explanation of your interpretation. Attempt any three.
- (a) Slouching, especially with your legs pointed towards the exit door.
 - (b) Hands behind your head or arms folded.
 - (c) Crossed Arms on Chest.
 - (d) Rubbing the Palms together.
6. What do you understand by critical thinking? Bring out the difference between facts and opinions.
7. 'Necessity is the mother of invention'. The proverb points to the fact that every problem has a solution provided one is willing to work hard to find a solution. Discuss the skills required to solve problems effectively.