

This question paper contains 3 printed pages]

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S. No. of Question Paper : 8629

Unique Paper Code : 12033903 IC

Name of the Paper : Skill Enhancement Course : Soft,Skills

Name of the Course : B.A. (Hons.) English—CBCS-SEC

Semester : IV

Duration : 3 Hours

Maximum Marks : 75

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

Section A

Attempt the following :

3×10=30 marks

1. What do you understand by empathy and sympathy ? Explain with the help of examples.

Or

What are the characteristics of an assertive person ? Discuss.

2. Teams can accomplish more than a single person can. Illustrate with the help of an example.

Or

How does one cope with conflict and Ego ?

P.T.O.

3. How is listening different from hearing ? Why is it important to listen ?

Or

Why is it important to listen to every employee in the organization, including those at the bottom of the hierarchy ?

Section B

Attempt any *three* of the following :

3×15=45 marks

1. It is said that no matter what the task, people naturally assume certain role in a team. Discuss the concept of team roles, and attempt to explain them with brief examples.
2. In your opinion, what makes a good leader in an organization ? Discuss the qualities of a good leader.
3. Nowadays, the modern workplace demands a capacity to cope with change. Do you agree ? What is the importance of adaptability in one's working life ? Explain with examples.
4. People with higher emotional intelligence are more capable of understanding and managing stress effectively. Illustrate.
5. 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 you do to improve your skills ?

6. What are the steps involved in problem solving ? What are the characteristics of an effective solution ? Discuss.
7. What do the following gestures indicate ? Give a reasoned explanation for your interpretation. Attempt any *three* :
- (1) Playing with the pen/pencil during the class
 - (2) Holding hands behind the back
 - (3) Covering the mouth with hands
 - (4) Scratching the neck with the index finger.