[This question paper contains 4 printed pages.]

Your Roll No.....

Sr. No. of Question Paper : 2675 **J**

Unique Paper Code : 12033903

Name of the Paper : Soft Skills

Name of the Course : **B.A. (Hons.) English CBCS – SEC**

Semester : V

Duration : 3 Hours Maximum Marks : 75

Instructions for Candidates

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

Section A

(10×3=30)

Attempt the following :

1. (a) What is the difference between Hard skills and Soft skills? How are soft skills complimentary to Hard Skills?

OR

P.T.O.

(b) Differentiate between Emotional Quotient and Intelligence Quotient.

2. (a) A good team leader must be good at conflict resolution. Explain leadership qualities in the light of this statement.

OR

(b) Describe and discuss the various steps involved in problem solving.

3. (a) Identify any three factors responsible for resistance to new technologies at workplace.

OR

(b) Adaptability is an important attribute of a successful person. Comment.

Section B

Attempt any **three** of the following : (15×3=45)

1. The body language or kinesics comprises a significant part of communication. Analyse the following gestures :

(i) Slouching posture

(ii) Crossed arms

(iii) Avoiding eye contact while making a presentation

The ability to navigate social and cultural variables with sensitivity and positivity is one of the most desirable attributes in a human being. Discuss.

Discuss any five measures that may be adopted to empower socially disadvantaged sections of society.

Imagine a situation in which your best friend (who also happens to be your colleague and your competitor) and you are up for promotion. Your friend gets promoted and you don't. What would be your first response to the news and how will you deal with it? Describe.

"To listen well, is as powerful a means of influence as to talk well, and is as essential to all true conversation." Do you agree? Elucidate your answer by enumerating different types of listening.

6. Personal accountability is an important element of bo personal and professional ethics. Examine th statement with appropriate examples.