

6/12/18 (Evening)

2053

4

(b) Where do you find the importance of feedback in Soft Skills?

(c) What are the biggest challenges of adaptability in the Indian society?

5. Answer the following **two** questions in detail.

(a) What do you understand by emotional intelligence? How is it relevant in today's age?

(b) How will you find balance to maintain your individuality while working in a team?

(2×5=10)

[This question paper contains 4 printed pages.]

Your Roll No.....

Sr. No. of Question Paper : 2053

Unique Paper Code : 61018103

Name of the Paper : Soft Skills (GEC-1.3)

Name of the Course : **B. Voc. (Retail Management, Healthcare Management and Software Development) (CBCS) (2018)**

Semester : I

Duration : 3 Hours

Maximum Marks : 50

Instructions for Candidates

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

2. Attempt **all** questions.

1. Write True or False based on the following Statements. (1×10=10)

(a) Communication plays a huge role only in teamwork.

(b) Adaptability requires one to be open-minded.

(300)

P.T.O.

- (c) Listening is not a part of communication.
- (d) Problem solving requires multiple Solutions.
- (e) Good leadership requires excellent communication skills.
- (f) Flexibility is not a part of team work.
- (g) Supporting fellow team members is not important for teamwork.
- (h) Skill of persuasion is a part of Soft Skills.
- (i) Empathy is not important for emotional intelligence.
- (j) Managing difficult situations shows leadership skills.
2. Read the provided scenario and answer the question in 500 words. (10)

You have been assigned to be a part of a team and the responsibility to be the leader is given to your fellow team member Pooja. The objective of your team is to complete a project which requires a survey in your College and a report on the survey findings. The deadline for the project is one week. The other team members are Gracy and Nitin.

You find that it is difficult to work with the team as Pooja is lacking in leadership qualities. Gracy and Nitin are not taking the project seriously.

As a team member, how will you ensure that the project is completed on time and prepared well, without stepping on Pooja's role as team leader?

3. Explain the meanings and make sentences on any five of the following words. (5)
- (a) Apathy
- (b) Delegation
- (c) Management
- (d) Hearing
- (e) Persuasion
- (f) Negotiation
- (g) Dispute
4. Answer all **three** of the following questions in 300 words each. (3×5=15)
- (a) How important is communication when it comes to teamwork?