

PU ISSER
M.A. SEMESTER I
MARCH- APRIL EXAMINATION 2021
GEN 709: BASIC SOFT SKILLS

TIME: 3 Hours

MM: 25

Notes:

1. Section 1 contains 8 questions. Attempt any 5 of them. Each Answer not to exceed 25-30 words. Each question carries one mark.
2. Section II consists of FOUR units. Each unit carries two questions. Attempt FOUR questions from Section II selecting one question from each unit. Each question carries 5 marks.

SECTION-I (5X1=5)

Q. 1

- (a) Define communication.
- (b) What is the relevance of feedback in communication process?
- (c) Briefly discuss assertive skills.
- (d) Write a short note on negotiation skills.
- (e) Differentiate between competitive and collaborative team behaviour.
- (f) Why should you follow telephone etiquette?
- (g) Write any four examples of time wasters.
- (h) What is Eustress?

SECTION -II (4X5=20)

UNIT-I

Q 2. "The greatest problem with communication is the illusion that it has been accomplished". Elaborate.

Q 3. "Effective communication is important all the time in every situation whether professional or personal". Discuss.

UNIT-II

Q 4. 'For successful communication, listening is more important than speaking' – Explain.

Q 5. Critically examine styles of leadership.

UNIT-III

Q 6. Why do teams fail? Discuss the advantages of working in a team.

Q 7. "Corporate etiquette is a practical and profitable social skill that plays an important role in career success, building better relationships and increasing professionalism." Comment.

UNIT-IV

Q 8. Discuss the importance of time management.

Q 9. Discuss the symptoms of stress and strategies to cope up with stress.