

**FYCS/SEM I/SOFT SKILLS**



**Time: 2½ hrs.**

**Marks:75**

**Note:**

1. All questions are compulsory with internal choice.
2. Draw neat diagrams wherever necessary.
3. Figures to the right indicate full marks.

**Q.1 Choose the correct alternative: (1 mark each)**

**(20)**

1. Our facial expressions are capable of showing countless \_\_\_\_\_.  
a. ideas      b. thoughts      c. feelings      d. traits
2. \_\_\_\_\_ serve as means to bridge the gap between educational curriculum and actual job credentials.  
a. Talents      b. soft skills      c. ethics      d. hard skills
3. There are various \_\_\_\_\_ that contribute to non-verbal communication.  
a. levels      b. components      c. parts      d. stages
4. Personality development means modifying one's individual \_\_\_\_\_.  
a. quality      b. character      c. behaviour      d. approach
5. Which development takes place in a person through all the three stages of communication?  
a. Self      b. Financial      c. Human      d. Personality
6. Leaders are excellent \_\_\_\_\_.  
a. guides.      b. dealers.      c. communicators.      d. friends
7. What leads us to a plethora of information?  
a. Practice.      b. Information      c. Books      d. Research
8. Interview is the \_\_\_\_\_ conversation where both the parties are equally interested.  
a. good      b. purposeful      c. directed      d. skillfull
9. \_\_\_\_\_ is the ability to synthesise dots and experiences one has gained to develop something new.  
a. Creativity      b. Connection      c. direction      d. assumption
10. Companies today are making an effort to engage people in their \_\_\_\_\_.  
a. jobs.      b. beliefs.      c. thoughts.      d. hobbies
11. The concept of soft skills is being increasingly discussed in \_\_\_\_\_ world.  
a. personal.      b. corporate      c. financial      d. developing
12. \_\_\_\_\_ plays an important role in your personality.  
a. Expressions      b. Words      c. Behaviour      d. attitude
13. It is important to know about \_\_\_\_\_ if you have to develop your personality in a desired way.  
a. others      b. yourself      c. employees      d. friends
14. The main purpose of knowing your personality is to make you a better \_\_\_\_\_.  
a. member      b. professional      c. person      d. leader



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15. If you remain you will reflect a lot of energy to motivate yourself as well as others.  
a. active                      b. calm                      c. positive                      d. open
16. Positive thinking enables you to \_\_\_\_\_ yourself as you are.  
a. study                      b. cool                      c. push                      d. accept
17. To have a good personality one must assess oneself at every \_\_\_\_\_ of life.  
a. stage                      b. point                      c. time                      d. hour
18. There are \_\_\_\_\_ perspectives for Johari's window.  
a. two                      b. four                      c. six                      d. eight
19. Who plays an important role by facilitating feedback among group members.  
a. members                      b. superiors                      c. leaders                      d. managers
20. \_\_\_\_\_ is one of the basic tools of life.  
a. Activity                      b. Management                      c. leadership                      d. Communication

**Q.2 Answer the following (Any four)**

(20)

- (a) Explain non-verbal communication in detail with examples.
- (b) Describe the Autocratic Style of leadership.
- (c) Explain the importance of soft skills in life with examples.
- (d) Briefly describe the steps in planning a presentation.
- (e) Differentiate between soft skills and Hard skills.
- (f) Write a note on informal interview and its importance.

**Q.3 Answer the following (Any four)**

(20)

- (a) Explain stress management in detail.
- (b) Describe the Various traits of a good leader?
- (c) Highlight the essential characteristics of email etiquettes.
- (d) Explain in detail the different stages of team building?
- (e) Describe the necessities of negotiation.
- (f) Write a note on Self-awareness as a competency of Emotional Intelligence.

**Q.4 Answer the following (Any five)**

(15)

- (a) Explain the importance of leadership quality in life.
- (b) Describe the components of Emotional Intelligence in detail.
- (c) Explain any 3 Models of Communication?
- (d) Describe the importance of listening in communication process.
- (e) Explain the process of Decision Making in detail.
- (f) Describe the importance of Technology etiquettes in life.

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