

Maulana Azad National Urdu University

Programme: B.A/B.Com

IV Semester Examination, May-2019

Paper Code: UGEN401SET Paper Title: Soft Skills

Time: 2 Hours

Total Marks: 35

Note : This question paper consists of three parts : Part – A, Part-B and Part-C. Number of words to answers each question is only indicative. Attempt all parts.

Part–A contains 05 compulsory questions of multiple choice/fill in the blank/very short answer type question. Answer all questions. Each question carries 1 mark. (5x1=5 marks)

Part-B contains 08 questions of which students are supposed to answer 05 questions. Answer each question in approximately 200 words. Each question carries 04 marks. (5x4=20 marks)

Part-C contains 02 questions of which students are supposed to answer 01 question. Answer each question in approximately 250 words. Each question carries 10 marks. (1x10=10 marks)

Part-A

Question: 1:

- i. Verbal communication conveys message through
a) gestures b) words c) postures d) touch
- ii. Stress on important words may impress the
a) speaker b) listener c) reader d) writer
- iii. is the exchange of information between the people.
a) Communication b) Problem c) Behaviour d) Decisions
- iv. Factors that block the way of communication are called
a) barriers b) problems c) sources d) systems
- v. Critical thinking requires basic qualities as
a) persistence b) open-mindedness c) flexibility d) All the above

Part-B

2. Write a brief note on '*Non-verbal Communication*'.
3. Give an account of the do's and don'ts in Group Discussion.
4. Write a comprehensive note on '*Email Etiquette*'.
5. Describe Stress Management with suitable examples.
6. Write a note on public speaking skills.
7. Briefly comment on '*Telephone Etiquette*'.
8. How significant is 'trust' in building relationships? Discuss.
9. Write a short note on '*Negotiation Skills*'.

Part-C

10. What are the predominant features of Group Discussion? Explain.
11. What techniques will you adopt as a '*team leader*' to improve the performance of your team? Discuss.