

MAULANA AZAD NATIONAL URDU UNIVERSITY

Bachelor of Arts

IV SEMESTER EXAMINATION May - 2018

PAPER : (UGEN401SET) SOFT SKILLS

Time: 2 hours

Max. Marks 35 marks

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 500 words. Each question carries 10 marks. (1x10=10 marks)

Part-A

Question: 1:

- (i) Critical thinking requires _____.
- (a) Open-mindedness (b) Flexibility (c) Persistence (d) All the above
- (ii) _____ is the exchange of information between people.
- (a) Problem (b) Communication (c) Decisions (d) Behavior
- (iii) _____ relationships are between two or more people.
- (a) Inter personal (b) Intra-personal (c) Intimate (d) None of the above
- (iv) _____ is the ability to imagine or invent something new.
- (a) Creativity (b) Capacity (c) Communication (d) Awareness
- (v) Stress signals are associated with.
- (a) Thoughts (b) Behavior
- (c) Physical symptoms (d) All the above

Part-B

- 2) What are the features of non-verbal communication?
- 3) What are the predominant features of Group Discussion?
- 4) What are the qualities of a team leader?

- 5) Write a short note on negotiation skills.
- 6) Briefly comment on telephone etiquettes.
- 7) Describe stress management with suitable examples.
- 8) Write a short essay on public speaking skills.
- 9) How significant is 'trust' in building relationships?

Part-C

- 10) Describe the various 'negotiating techniques' which will help you to resolve interpersonal conflicts.
- 11) What techniques will you adopt as a 'team leader' to improve the performance of your team?
