

# Maulana Azad National Urdu University

Programme: B.A/B.Com

IV Semester Examination, June -2021

Paper Code: UGEN401SET Paper Title: Soft Skills

Time: 3 Hours

Total Marks: 70

Note: This question paper consists of TWO parts: Part A and Part B. Number of words to answers each question is only indicative. Attempt all parts.

**Part–A** contains **10** questions of which students are supposed to answer **08** questions. Answer each question in approximately 100 words. Each question carries **05** marks **(8x5=40 marks)**

**Part-B** contains **05** questions of which students are supposed to answer **03** questions. Answer each question in approximately 250 words. Each question carries **10** marks. **(3x10=30 marks)**

## Part-A

1. Explain how you can become a good listener.
2. Which non-verbal communication skill, do you think is the most useful one? Justify with suitable examples.
3. Examine how intrapersonal communication helps you?
4. Discuss some negotiation skills that you have learned in this course.
5. Assess how you manage your time as a student.
6. Do you agree that team spirit is an important skill for university students? Substantiate with suitable examples.
7. Elaborate the following quote:  
*“A leader should give the credit of the success to the team members. But when failure comes, leaders should absorb the failures and protect the team members.”*  
- A. P. J. Abdul Kalam, *My Life: An Illustrated Autobiography* (2015, p. 49)
8. Illustrate some best practices of telephone etiquette that you personally implement.
9. What profession would you like to take up in the future? Outline some professional ethics that you will apply in your career.
10. Who is your favourite public speaker? State some qualities that you need to possess in order to become an effective public speaker.

## Part-B

11. Analyze any five barriers to communication. Suggest any five strategies to overcome such barriers.
12. Suppose you have to deliver an important presentation at your workplace. Prepare two checklists: “Before Presentation” and “During Presentation”.
13. Imagine that your friend is feeling very stressed due to COVID-19 pandemic and lockdown. Recommend some techniques for effective stress management to your friend.
14. If you were appointed the captain of your university’s “Go Green Team”, how would you lead your team? Develop your practical plan for effective leadership.
15. Evaluate how this course, “Soft Skills” has benefitted you.

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