

# Maulana Azad National Urdu University

Programme: UG (B.A./JMC)

IV Semester Examination, April/May-2024

Paper: UGEN401SET, Paper Title: Soft Skills

Time: 3 Hours

Total Marks: 70

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

**Part–A** contains 10 compulsory questions of multiple choice/fill in the blank/very short answer type question. Answer all questions. Each question carries 1 mark. **(10x1=10-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 06 marks. **(5x6=30 marks)**

**Part-C** contains 05 questions of which students are supposed to answer 03 questions. Answer each question in approximately 500 words. Each question carries 10 marks. **(3x10=30 marks)**

## Part – A

1. i. \_\_\_\_\_ is a process of transferring or exchanging the ideas, thoughts, information from one person to another.
- ii. The Communication process involves \_\_\_\_\_.
  - a. sender- encoding
  - b. message- channel
  - c. receiver- decoding- feedback
  - d. all of the above
- iii. \_\_\_\_\_ refers to the techniques and strategies that individual can use to effectively cope with and reduce stress in their lives. (Time management/stress management)
- iv. Which of the following is considered to be poor e-mail etiquette?
  - a. Keeping the message personal.
  - b. Responding to messages as soon as possible.
  - c. Using lots of capital letters to emphasize certain words.
  - d. Using a clear subject line.
- v. \_\_\_\_\_ is a form of communication where a small group of individuals come together to exchange ideas, opinions and information on a specific topic or problem. (presentation/group discussion)
- vi. \_\_\_\_\_ is a fundamental aspect of building any relationship, whether it is personal or professional. (trust/negotiation)
- vii. Which one of the following is not part of the time management.
  - a. planning
  - b. organizing
  - b. seek support
  - c. setting clear goals
- viii. \_\_\_\_\_ involves a person speaking to a larger audience, to inform or to persuade them. (group discussion/presentation)
- ix. \_\_\_\_\_ communication that takes place within an individual involves self-talk and self-reflection. (Inter/Intra)

x. Body language is the example of \_\_\_\_\_ communication. (verbal/non-verbal)

**Part - B**

2. What are soft skills? Discuss its types?
3. Discuss the types of communication?
4. Write a brief note on the importance of time management.
5. Suggest some important tips for stress management.
6. Illustrate some best practices of telephone etiquette.
7. Define group discussion and why it is important.
8. Write the importance of email etiquette.
9. Briefly comment on the negotiation skills.

**Part - C**

10. Explain the importance of non-verbal cues in communication.
11. What is team building? Discuss its importance.
12. Discuss the do's and don'ts in group discussion.
13. Give some suggestions to improve presentation skills.
14. Comment on the significance of public speaking skills.