

B.Com 1st SEM FYUGP

2024

(DECEMBER)

COMMERCE

Paper Code: SEC 138

Paper title: Soft Skills I

Full Marks: For regular Students 60/for backlog 80

Pass Marks: for regular Students 24/for backlog 32

Time: for regular students 2 Hours/for backlog 3 Hours

The figures in the margin indicate full marks for the questions

1. Fill in the blanks using the correct option.

1 x 5=5

- a.skill is NOT assessed in a Group Discussion.
- | | |
|------------------|---------------------|
| (i) Leadership | (iii) Communication |
| (ii) Flexibility | (iv) Hard |
- b. Speaking and skills are both required for making effective presentations.
- | | |
|-------------------|------------------------|
| (i) Written | (iii) Leadership |
| (ii) Adaptability | (iv) Stress management |
- c.is one of the characteristics of effective communication?
- | | |
|------------------------|------------------------|
| (i) Effective Feedback | (iii) One way process |
| (ii) Wrong message | (iv) None of the above |

- d. Noise is an example ofbarrier
- (i) Physical Barrier (iii) Organisational Barrier
- (ii) Psychological Barrier (iv) None of the above
- e. The self is primarily influenced by
- (i) Genetics (iii) Culture
- (ii) Environment (iv) All of the above

2. State whether the following are True or False.

1 x 5 =5

- a. Functional resumes list work history in reverse chronological order, with the most recent job listed first.
- b. The same set of questions are asked to all candidates in a structured interview.
- c. Active listening involves understanding the message and providing feedback.
- d. Verbal communication uses words, while nonverbal communication uses body language, facial expressions, and tone of voice.
- e. The term "Soft skills" can also be referred to as power skills or people skills.

3. Write short notes on any 4 (four) of the following:

4 x5 =20

- a. Effective Presentation Skills
- b. Interview Skills
- c. Difference between Skill and Knowledge
- d. Importance of Emotional Intelligence
- e. Psychological barrier to communication
- f. Importance of listening
- g. Importance of feedback in communication

4. Answer any 3 (three) of the following questions.:

10 x 3 = 30

- a. What is a Group Discussion? Explain in detail the skills assessed during a GD.
- b. How to prepare a resume? Explain in detail any three types of resumes.
- c. List a few strategies for making impactful Power point presentations.
- d. What is the role of soft skills in career development?
- e. What is time management? How can we manage time effectively?
- f. What is effective communication? Write a note on the features of effective communication.
- g. Define barriers to Communication? Explain how barriers to communication can be overcome?
- h. Define effective communication. Describe how we can make communication more effective.

Only for Backlog Students

5. Answer any 2(two) of the following questions:

10 x 2 = 20

- a. Design your resume applying for the post of HR manager in a multinational company.
- b. Explain in detail any 5 (five) different types of Interviews.
- c. Write a note on the importance of Soft Skills.
- d. Explain the different types of communication.