

**B.A. 4<sup>TH</sup> SEMESTER (PROGRAMME) EXAMINATION, 2021**

**ENGLISH**

**Course ID: 40310**

**Course Code: AP/ENG/404/SEC-2**

**(Soft Skills)**

**Time: 2 Hours**

**Full Marks: 40**

*The figures in the margin indicate full marks.*

*Candidates are required to give their answers in their own words as far as practicable.*

**Unit-I**

**1. Answer any three of the following questions:**

**3×10=30**

- (a) Soft skills may be classified into personal traits and interpersonal traits. Elaborate.
- (b) What are the elements for an effective teamwork?
- (c) Describe different categories of Emotional Intelligence.
- (d) Write a note on the function of adaptability for developing one's soft skills.
- (e) Write a critical note on the functions of a leader in any teamwork.
- (f) Discuss the 'step-by-step' problem-solving method offered by Charles Kepner and Benjamin Tregoe.

**Unit-II**

**2. Answer any five of the following questions:**

**5×2=10**

- (a) What do you mean by the word 'skill'?
- (b) What is 'work ethics'?
- (c) What do you mean by 'positive attitude' in workplace?
- (d) Show your acquaintance with the term 'empathy' as an attribute of a leader or a manager.

- (e) Differentiate between 'measured attitude' and 'reactive attitude'.
- (f) What do you mean by 'Personality development'?
- (g) What do you mean by 'self-awareness'?
- (h) How is 'networking' an extended skill of communication?
- (i) What is the significance of collaboration in teamwork?
- (j) How is professionalism important in the workplace?

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