

B.A. Semester-IV Examination, 2022-23**ENGLISH [Programme]****Course ID : 40310 Course Code : AP/ENG/404/SEC-2****Course Title : Soft Skills**

Time : 2 Hours

Full Marks : 40

*The figures in the right-hand margin indicate marks.**Candidates are required to give their answers in their own words as far as practicable.***Answer all the questions.****UNIT-I**1. Answer any **three** of the following questions:

3×10=30

- Soft skills may be classified into personal traits and interpersonal traits. – Elaborate.
- Define emotional intelligence. Discuss how to develop emotional intelligence.
- Write a note on the function of adaptability for developing one's soft skills.
- Write a critical note on the characteristics and qualities of good leadership.

[Turn Over]

- Discuss the "step by step" problem solving method offered by Charles Kepner and Benjamin Tregoe.
- What are the advantages and disadvantages of team work? Explain.

UNIT-II2. Answer any **five** of the following questions: 5×2=10

- Mention some of the advantages of horizontal communication.
- Why are soft skills often called "people skills"?
- Differentiate between "measured attitude" and "reactive attitude".
- Define task-oriented and relationship-oriented leadership.
- Comment on the importance of feedback in communication.
- What do you mean by positive attitude in work place?
- What does self-awareness constitute?
- Briefly comment on the term "empathy" as an attribute of a leader or a manager.
- What do you mean by creativity?
- What are the features of effective listening skill?

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