

3 (Sem-5/CBCS) ENG RE

2023

ENGLISH

(Regular Elective)

Paper : ENG-RE-5016

(Soft Skills)

Full Marks : 80

Time : 3 hours

NO

*The figures in the margin indicate full marks
for the questions*

1. Answer any *ten* of the following as directed :

1×10=10

(a) What do you mean by soft skills?

(b) Soft skills are easily quantifiable.

(Write True or False)

(c) Who is a strong communicator?

(d) What is upward communication of an organization?

(e) Give an example of extra-personal communication.

(2)

- (f) The exchange of messages between two persons is generally known as ____.

(Fill in the blank)

- (g) Name the method used to transmit a message.
- (h) What do you mean by 'decoding' in the process of communication?
- (i) Write two negative factors that can destroy team spirit.
- (j) Write two core leadership competencies every professional should embrace.

2. Write in brief on the following topics : $2 \times 5 = 10$

- (a) Verbal communication
- (b) Listening skills
- (c) Adaptability skill
- (d) Leadership skill
- (e) Six Thinking Hats

3. Answer any *four* of the following questions :

$5 \times 4 = 20$

- (a) Explain the various steps of communication process.

(3)

- (b) What are the disadvantages of the various channels of communication?
- (c) Explain the process of encoding, decoding and feedback.
- (d) How important is digital literacy to build a career in the present-day world?
- (e) What are the barriers of cross-cultural communication?
- (f) What are the advantages of teamwork?

4. Answer any *four* of the following questions :

$10 \times 4 = 40$

- (a) Write an illustrative note on flexibility as a desirable attribute in any person.
- (b) Can multidimensional approach be taken as the correct way to deal with any problem? Give a reasoned answer.
- (c) What, according to you, are the most important values that one must demonstrate as a leader? Answer with sufficient examples.

- (d) What are the most essential soft skills to build a successful career? Elaborate.
- (e) An individual's emotional quotient (EQ) plays a very important role in creating the desirable environment in an organization. Do you think so? Give a reasoned answer.
- (f) Discuss the empathy with others as the most desirable soft skills for creating a harmonious environment.
- (g) What are the various forms of written communication? Discuss the merits and demerits of written communication.
- (h) For any employee of a business organization, managing stress is a big challenge. Offer your views on stress management.

★ ★ ★