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## SECOND SEMESTER M.B.A. DEGREE EXAMINATION, JULY 2023

### M.B.A. (CUCSS)

#### BUS 2C 09—SOFT SKILL DEVELOPMENT

(2016 Scheme)

Time : One Hour and a Half

Maximum : 18 Weightage

Answer all the parts.

#### Part A

#### Answer **all** questions. Each question carries 1 weightage.

- 1. What is the meaning of body language?
- 2. What do you mean by telephone etiquettes ?
- 3. Why is trust important in communication ?
- 4. Define Attitude.
- 5. What is expected from an employee during professional interaction ?
- 6. What are Emotions ?

 $(6 \times 1 = 6 \text{ weightage})$ 

#### Part B

### Answer any **four** questions. Each question carries 3 weightage.

- 7. Why is time management skill an important component of soft skills?
- 8. What are personality traits?
- 9. It is said soft skill is a competitive weapon. Justify.
- 10. What are the advantages of video-conferencing ?
- 11. How does training in soft skills help teamwork?
- 12. Explain the process of assessing personality of participants through group discussion.

 $(4 \times 3 = 12 \text{ weightage})$ 

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