

C 24227

Name.....

Reg. No.....

SECOND SEMESTER M.B.A. DEGREE EXAMINATION, JUNE 2017

(CUCSS)

BUS 2C 09—SOFT SKILL DEVELOPMENT

(Regular FT—2016 Admissions)

Time : One Hour and a Half

Maximum : 18 Weightage

Part A

Answer the following questions.

Each question carries 1 weightage.

1. What is self-awareness ?
2. What do you mean by Oral Fluency ?
3. What do you understand by the term Personality ?
4. What are the basic skills required in communication ?
5. What is personality analysis ?
6. How does communication help in business ?

(6 × 1 = 6 weightage)

Part B

Answer any four of the following questions.

Each question carries 3 weightage.

7. What do you mean by soft skills? Explain briefly the six important soft skills essential for personality development.
8. What do you mean by empathy and emotional intelligence quotient ?
9. What techniques will you adopt as a team leader to improve the performance of your team ?
10. What are the qualities of a team leader ?
11. What are the intricacies one should follow while attending an interview ?
12. How will you resolve a conflict between two friends fighting for the window seat ?

(4 × 3 = 12 weightage)