



BRAINWARE UNIVERSITY

Term End Examination 2024-2025

Programme – B.Sc.(BT)-Hons-2023

Course Name – Soft Skills

Course Code - BBT30002

(Semester III)

Full Marks : 60

Time : 2:30 Hours

[The figure in the margin indicates full marks. Candidates are required to give their answers in their own words as far as practicable.]

Group-A

(Multiple Choice Type Question)

1 x 15=15

1. Choose the correct alternative from the following :

- (i) Choose what does emotional intelligence involves.
 - a) Suppressing emotions entirely
 - b) Recognizing and managing one's emotions and those of others
 - c) Displaying only positive emotions
 - d) Avoiding emotional situations
- (ii) Identify the essential components of critical thinking in decision making.
 - a) Making impulsive judgments and avoiding logical reasoning
 - b) Relying solely on intuition without considering evidence
 - c) Applying rationality, logic, and evidence-based analysis to make informed decisions
 - d) Ignoring data and analysis in favor of personal opinions
- (iii) Identify why is work-life balance important for personal effectiveness.
 - a) To ensure that work takes precedence over personal well-being
 - b) To prevent individuals from pursuing personal interests
 - c) To maintain physical and mental health, reduce stress, and enhance productivity
 - d) To eliminate personal time altogether to focus on work
- (iv) Identify the skills which is being demonstrated by an employee who is willing to embrace new challenges and upholds strong moral values.
 - a) Adaptability and leadership
 - b) Adaptability and work ethics
 - c) Punctuality and integrity
 - d) Leadership and teamwork
- (v) Relate, how can an individual with strong work ethics contribute to a team's success.
 - a) By undermining colleagues
 - b) By being dishonest
 - c) By collaborating and maintaining integrity
 - d) By avoiding responsibility
- (vi) State, which of the following behaviors reflects a lack of adaptability.
 - a) Embracing change
 - b) Resisting new technologies
 - c) Seeking continuous learning
 - d) Being open-minded
- (vii) Determine the role soft skills play in showcasing one's qualification when preparing a CV.

- a) Soft skills are irrelevant in CVs
b) Soft skills demonstrate one's interpersonal and communication abilities
c) CVs should focus solely on technical skills
d) Soft skills hinder professional development
- (viii) Identify what is a crucial consideration when participating in a virtual interview.
a) Using a distracting background
b) Testing audio and video equipment in advance
c) Avoiding eye contact with the camera
d) Speaking in a monotone voice
- (ix) Select the importance of dressing professionally even for a virtual interview.
a) To showcase personal style
b) To create a distraction-free environment
c) To impress only when physically present
d) To demonstrate seriousness and professionalism
- (x) Empathy involves understanding and sharing the feelings of others. Identify what is the primary component of empathy.
a) Criticizing others
b) Feeling indifferent
c) Feeling compassion
d) Ignoring others' emotions
- (xi) Select how does positive thinking influence problem-solving.
a) It fosters creativity and solutions
b) It focuses on obstacles
c) It avoids addressing issues
d) It increases fear of failure
- (xii) If you want to demonstrate effective leadership within a team, choose what action you would take.
a) Encourage open communication and collaboration
b) Dictate orders to all members
c) Avoid conflict resolution
d) Ignore team input
- (xiii) Select the best way to address someone in a group discussion.
a) Using their name
b) Shouting over them
c) Ignoring them
d) Interrupting them
- (xiv) Cite one of the key principles of group discussion etiquette.
a) Maintaining eye contact and showing engagement
b) Talking as much as possible
c) Focusing only on your opinions
d) Criticizing others' views immediately
- (xv) Choose what should be done if two people start speaking at the same time.
a) Speak louder than both
b) Continue talking until they stop
c) Stay quiet and let one person speak first
d) Leave the discussion

Group-B

(Short Answer Type Questions)

3 x 5=15

2. Define self-introduction as a reflection of one's soft skills. (3)
3. Show how skills in cross-cultural communication enhance effective teamwork in a multicultural work environment. (3)
4. Define what a resume is. (3)
5. Compare the role of eye contact in non-verbal communication across different cultures. (3)
6. Compare the application of critical thinking in academic research versus business decision-making. (3)

OR

Compare the advantages and disadvantages of data-driven decision-making. (3)

Group-C

(Long Answer Type Questions)

5 x 6=30

7. Discuss the key fundamentals of etiquette in the corporate world and explain how they contribute to a positive workplace environment and professional relationships (5)

8. Identify in what ways can companies measure the effectiveness of their communication strategies regarding ethics and values, and how can they address any gaps. (5)
9. Evaluate the importance of using appropriate tone in business emails and how it affects professional relationships. (5)
10. Describe the role of communication in conflict resolution. (5)
11. Explain the key elements of an effective CV (Curriculum Vitae). Discuss the importance of tailoring a CV for different job applications and provide tips for creating a compelling CV. (5)
12. Evaluate the role of continuous learning and growth in maintaining a positive mindset. (5)

OR

Differentiate between interpersonal communication and group communication. (5)

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