

**BRAINWARE UNIVERSITY****Term End Examination 2024-2025**

Programme – BBA-Hons-2023/BBA(HM)-Hons-2023/BCA-Hons-2023/B.Sc.(ANCS)-Hons-2023/B.Sc.(AM)-Hons-2023/B.Sc.(MSJ)-Hons-2023/BBA(DM)-Hons-2023/B.Com.(AFB)-Hons]-2023/B.Sc.(PSY)-Hons-2023/B.A.(Eng)-Hons-2024/BBA-Hons-2024/BBA(DM)-Hons-2024/B.Sc.(AFB)-Hons]-2024/BCA-Hons-2024/B.Sc.(ANCS)-Hons-2024/B.Sc.(AM)-Hons-2024/B.Sc.(FND)-Hons-2024/B.Sc.(PSY)-Hons-2024/BCA(MAWT)-H-2024/BBA(BA)-Hons-2024

Course Name – Soft Skills

Library
Brainware University
398, Ramkrishnapur Road, Barasat
Kolkata, West Bengal-700125

BBA10002/BHM10002/BCA10002/BNC10002/BAM10002/BJM10002/BBD10002/BBF10002/BPY10002/BEN10002/BFD10002/BMT10002/BBB1 (Semester I)

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) Identify an important aspect of soft skills for verbal communication from the given options.
 - a) Technical knowledge
 - b) Active Listening
 - c) Memorization Skills
 - d) Typing Speed
- (ii) Identify the significance of soft skills in personal life.
 - a) Enhanced Emotional Intelligence
 - b) Improved Technical Knowledge
 - c) Reduced Productivity
 - d) Increased Workload
- (iii) Select the leadership quality that emphasizes openness to change and embracing new ideas.
 - a) Adaptability
 - b) Authoritarianism
 - c) Rigidity
 - d) Isolation
- (iv) State why understanding business etiquette is important in the corporate world.
 - a) It makes you look sophisticated
 - b) It helps build strong relationships and trust
 - c) It guarantees job promotions
 - d) It's a legal requirement
- (v) Select what should you consider when participating in a group discussion.
 - a) Interrupting others to make your point
 - b) Focusing only on your own ideas
 - c) Listening actively and respecting others' opinions
 - d) Speaking loudly to dominate the discussion
- (vi) Identify the purpose of a curriculum vitae (CV)
 - a) To list your work experience and skills
 - b) To share personal anecdotes
 - c) To write a lengthy autobiography
 - d) To include irrelevant information
- (vii) Choose an example of cross-cultural communication in the corporate environment.
 - a) Sending an email to a colleague in the same office
 - b) Giving a presentation to international clients
 - c) Chatting with coworkers during lunch
 - d) Ignoring coworkers from different cultures
- (viii) Identify which skill involves recognizing and managing your own emotions and those of others.
 - a) Time management
 - b) emotional intelligence
 - c) conflict management
 - d) leadership
- (ix) Select what does work ethics primarily involve.
 - a) Gossiping about colleagues
 - b) Upholding values, integrity, and ethical behavior
 - c) Ignoring company policies
 - d) Promoting unhealthy competition in the workplace
- (x) Choose the proper etiquette required during a job interview.
 - a) Arriving late without apology
 - b) Making negative comments about previous employers
 - c) Demonstrating confidence and professionalism
 - d) Avoiding eye contact with the interviewer
- (xi) Select from the given options, the purpose of writing a cover letter for job applications.
 - a) To list personal hobbies and interests
 - b) To negotiate salary and benefits
 - c) To provide an overview of qualifications and interest in the position
 - d) To share personal anecdotes
- (xii) Identify the significance of work-life balance in a professional's life.
 - a) To prioritize work over personal life at all times
 - b) To maintain physical fitness and neglect career growth
 - c) To achieve career success at any cost
 - d) To ensure overall well-being and prevent burnout
- (xiii) Identify an example of non-verbal communication.
 - a) Notices
 - b) Effective Body Language
 - c) Phone Calls
 - d) Professional E-mails
- (xiv) Choose which among the following is not an element of business etiquette.
 - a) Punctuality
 - b) Dress code
 - c) Interrupting others
 - d) Using polite language
- (xv) Choose which among the following soft skills is essential for effective teamwork.
 - a) Public speaking
 - b) Conflict resolution
 - c) Mathematical skills
 - d) Budgeting

Group-B
(Short Answer Type Questions)

$3 \times 5 = 15$

2. Define what a resume is. (3)
3. Explain the advantages of a virtual interview compared to a telephonic interview. (3)
4. Write how does self-assessment contribute to the development of soft skills. (3)
5. Describe how poor time management leads to stress and decreased productivity. (3)
6. Justify how can cultural differences affect communication styles in a business setting. (3)

OR

Persuade how can adaptability improve leadership effectiveness.

Group-C
(Long Answer Type Questions)

$5 \times 6 = 30$

7. Define ethics and values in the context of personal and professional lives. (5)
8. Write the key dos and don'ts in a Group Discussion (GD). Explain how following these guidelines can positively impact the outcome of a GD. (5)
9. Evaluate how can individuals apply self-motivation techniques to improve decision-making. (5)
10. Determine the key characteristics of an effective presentation. (5)
11. Discuss, what role does critical thinking and rational decision making plays in an organization in a professional context. (5)
12. Evaluate the role of continuous learning and growth in maintaining a positive mindset. (5)

OR

Analyze the effects of barriers to communication.

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