



# BRAINWARE UNIVERSITY

LIBRARY  
Brainware University  
Barasat, Kolkata - 700125

Term End Examination 2023-2024

Programme – BBA-Hons-2023/B.A.(Eng)-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.(FND)-Hons-2023/B.Sc.(PSY)-  
Hons-2023

Course Name – Soft Skills

Course Code -

BBA10002/BEN10002/BHM10002/BCA10002/BNC10002/BAM10002/BMJ10002/BBD10002/BBF10002/BFD10002/BPY10002  
( 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) Critical thinking is essential for:
  - a) Making impulsive decisions
  - b) Relying solely on intuition
  - c) Analyzing, evaluating, and making informed, rational decisions
  - d) Avoiding complex problems
- (ii) During a debate, what is essential for constructive arguments?
  - a) Interrupting opponents
  - b) Using emotional language
  - c) Following etiquette and respecting opposing views
  - d) Avoiding eye contact with the audience
- (iii) Why is understanding business etiquette 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
- (iv) Why is it important to follow business etiquette in group discussions?
  - a) To encourage dominating the conversation
  - b) To maintain a casual and informal atmosphere
  - c) To promote professionalism and respect
  - d) To avoid listening to others
- (v) 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) What is an important aspect of virtual/telephonic interview etiquette?
  - a) using slang and a formal language
  - b) arriving late for the interview
  - c) testing audio and video equipment beforehand
  - d) multitasking during the interview
- (vii) What is the purpose of a curriculum vitae (CV)
  - a) To list your work experience and skills concisely
  - b) To share personal anecdotes
  - c) To write a lengthy autobiography
  - d) To include irrelevant information
- (viii) How does emotional intelligence contribute to effective leadership?
  - a) By ignoring emotions in decision-making
  - b) By promoting empathy, self-awareness, and effective communication
  - c) By avoiding conflicts
  - d) By always being in a good mood
- (ix) How does effective leadership contribute to a positive corporate culture?
  - a) By promoting a culture of secrecy and exclusivity
  - b) . By discouraging open communication
  - c) . By setting an example of ethical behavior and fostering a culture of trust
  - d) By micromanaging employees
- (x) Why is it important to adapt your communication style in job interviews?
  - a) To demonstrate that you have done your research and are a good fit for the position
  - b) . To impress the interviewer with your versatility
  - c) To test the interviewer's knowledge of communication styles
  - d) To avoid answering difficult questions
- (xi) Why is critical thinking essential in decision-making?
  - a) It slows down the decision-making process
  - b) It leads to irrational choices
  - c) It helps in making informed and logical decisions
  - d) It encourages impulsive actions
- (xii) What should you do to combat nervousness in public speaking?
  - a) Avoid eye contact
  - b) Use complicated vocabulary

- c) Practice deep breathing techniques
- (xiii) Which of the following is an important aspect of soft skills for verbal communication
- a) Technical Knowledge
- b) Speak as quickly as possible
- c) Memorization Skills
- b) Effective Body Language
- (xiv) What is a key component of cross-cultural communication?
- d) Typing Speed
- a) Ignoring cultural differences
- b) Using your own cultural norms as a reference
- c) Respecting and understanding cultural diversity
- d) Forcing others to adopt your cultural values
- (xv) What is a key aspect of non-verbal communication
- a) Vocabulary
- b) Hand gestures
- c) Punctuations
- d) Tone of voice

**Group-B**

(Short Answer Type Questions)

3 x 5=15

2. List any three elements that are required to communicate effectively? (3)
3. Why is empathy considered an essential aspect of soft skills? (3)
4. How does effective communication play a crucial role in group discussions, debates, extempore speaking, and public speaking? (3)
5. How can individuals use their understanding of work ethics, leadership, and communication to advance their professional careers? (3)
6. How does a positive thinking mindset contribute to soft skills development? (3)

**OR**

Explain the importance of positive thinking in personal and professional development. (3)

**Group-C**

(Long Answer Type Questions)

5 x 6=30

7. How does communication across organizational hierarchies impact teamwork (5)
8. Describe the role of empathy in interpersonal communication. Provide examples of how empathy can resolve conflicts in professional and personal relationships. (5)
9. Explain the significance of effective non-verbal communication in both personal and professional life. Provide specific examples and discuss how it can impact relationships and success. (5)
10. What are the key components of verbal and non-verbal communication in an interview (5)
11. Describe the concept of work ethics and its role in the corporate world. Provide examples of ethical dilemmas and how adhering to work ethics can lead to responsible leadership. (5)
12. Explain the different types and methods of presentation. Provide examples of when each type is most suitable and how to choose the right method. (5)

**OR**

Create a comprehensive guide on preparing and delivering impactful public speeches. Include tips for overcoming nervousness, engaging the audience, and structuring effective presentations. (5)

\*\*\*\*\*