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63/1 (SEM-5) DSE1A/ENGRE5016

2024

ENGLISH

Paper : ENGRE5016

(Soft Skills)

Full Marks : 80

Pass Marks : 32

Time : Three hours

**The figures in the margin indicate
full marks for the questions.**

1. Choose the correct option : **(any six)**
1×6=6

(a) The quality of being able to adjust to new conditions is called

(i) skillfulness

(ii) adaptability

(iii) ingenuity

(iv) cleverness

(b) The policy of allowing private businesses to develop without government control is

- (i) laissez-faire
- (ii) imitation
- (iii) unfair competition
- (iv) proxy situation

(c) Solving problem is a

- (i) fashion
- (ii) outcome
- (iii) style
- (iv) skill

(d) Emotional intelligence is also known as

- (i) passionate knowledge
- (ii) emotional quotient
- (iii) intuitive capacity
- (iv) sixth sense

(e) Active listening is one of the main features of

- (i) planning
- (ii) management
- (iii) group discussion
- (iv) collaborative attempt

(f) 'Pay attention' is the main element of

- (i) listening competency
- (ii) problem solving
- (iii) leadership quality
- (iv) teamwork

(g) Organizational efficiency is based on

- (i) emotional intelligence
- (ii) artificial intelligence
- (iii) common sense
- (iv) teamwork

(h) The term 'soft skills' was first introduced in

(i) Germany

(ii) USA

(iii) Canada

(iv) UAE

(i) The new name for 'soft skills' is

(i) power skills

(ii) business skills

(iii) interpersonal skills

(iv) professional skills

(i) The word 'communication' is derived from

(i) Greek

(ii) Latin

(iii) Roman

(iv) Hindi

2. Answer the following questions : (**any five**)
2×5=10

(a) What is a good definition of teamwork ?

(b) What do you mean by communication ?

(c) Mention *two* key tips of group discussion.

(d) Give a good example of problem solving.

(e) For improving listening competence, mention two main elements.

(f) What is emotional intelligence ?

(g) What do you mean by creativity ?

3. Answer **any six** from the following questions :
5×6=30

(a) Write a short note on teamwork.

(b) What is emotional intelligence and how does it apply to the workplace ?

(c) What are the five most important soft skills ?

(d) What are the 7 problem-solving skills?

(e) What are the key points for group discussion ?

(f) Differentiate group discussion from group presentation.

(g) Why is team building important for your business?

(h) What are the five stages of listening competency?

(i) What are the 5 qualities of a good leader?

(j) What is the importance of planning?

4. Answer **any two** of the following questions :
10×2=20

(a) How does listening skills help student in interviews? Explain.

(b) What are soft skills? How can soft skills be developed?

(c) What is the role of emotional intelligence on employee performance? Explain with example.

(d) Why are problem-solving skills important? Mention some problem-solving resources in detail.

5. Answer **any one** of the following questions :
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(a) What constitutes effective teamwork? How does it benefit team?

(b) What is a group to presentation? Mention the major types of group presentations and its importance.

(c) What are leadership skills? Why are they important? How do you develop your leadership skills?