

28/11/18 (Morning)

[This question paper contains 6 printed pages.]

Your Roll No.....

Sr. No. of Question Paper : 7685 **IC**
Unique Paper Code : 12033903
Name of the Paper : Soft Skills
Name of the Course : B.A. (H) English CBCS – SEC
Semester : III
Duration : 3 Hours **Maximum Marks : 75**

Instructions for Candidates

1. Write your Roll No. on the top immediately on receipt of this question paper.

SECTION A

Attempt the following (10×3=30 marks)

1. (a) How are both soft and hard skills important for a person to grow in a company?

Or

- (b) Why do some people fail to learn even those basic skills which are necessary for their survival?
Explain with the help of an example.

P.T.O.

2. (a) What do you understand by leadership? Discuss the different leadership models.

Or

- (b) Discuss the qualities of a good leader. Does a good leader involve others in decision making? Illustrate.

3. (a) What rewards do teams provide? What drawbacks or costs do they create?

Or

- (b) It is important to listen to every employee in the organization, including those at the bottom of the hierarchy. Why?

SECTION B

Attempt any **three** of the following
(15×3=45 marks)

1. What do the following gestures indicate? Give a reasoned explanation of your interpretation.

- (a) The double- hander handshake.

- (b) Crossed-Arms-on-Chest.

- (c) The Head Duck or The Head Shrug

2. How is assertiveness different from aggression? Give example from your life where you were successful due to your assertiveness.

3. What do you understand by emotional intelligence? Why do employers give importance to the emotional intelligence of their employees?

4. What do you understand by Adaptability? How will you ask your new friend in the company to help you with the teething problem of settling down? What steps you need to take for this?

5. 'Necessity is the mother of invention'. The proverb points to the fact that every problem has a solution. Discuss the skills required to solve problems effectively.

6. What is the right approach that helps in resolving conflicts in an organization? Give examples to illustrate your answer.

She was one of those pretty, charming women who are born, as if by an error of Fate, into a petty official's family. She had no dowry or hope of the slightest chance of being loved and married by a rich man—so she slipped into marriage with a minor civil servant.

Unable to afford jewels, she dressed simply: But she was wretched, for women who have neither caste nor breeding—in them beauty, grace, and charm replace pride of birth. Innate refinement, instinctive elegance, and wit give them their place on the only scale that counts, and these make humble girls the peers of the grandest ladies.

She suffered, feeling that every luxury should rightly have been hers. The poverty of her rooms—the shabby walls, the worn furniture, the ugly upholstery caused her pain. All these things that another woman of her class would not even have noticed, made her angry. The very sight of the little Breton girl who cleaned for her awoke rueful thoughts and the wildest dreams in her mind. She dreamt of rooms with Oriental hangings, lighted by tall, bronze torches, and with two huge footmen in knee breeches made drowsy by the heat from the stove, asleep in the wide armchairs.

She dreamt of great drawing rooms upholstered in old silks, with fragile little tables holding priceless knickknacks, and of enchanting little sitting rooms designed for tea-time chats with famous, sought-after men whose attentions all women longed for.

She sat down to dinner at her round table with its three-day-old cloth, and watched her husband lift the lid of the soup tureen and delightedly exclaim: "Ah, a good homemade beef stew! There's nothing better!" She visualized elegant dinners with gleaming silver and gorgeous china. She yearned for wall hangings peopled with knights and ladies and exotic birds in a fairy forest. She dreamt of eating the pink flesh of trout or the wings of grouse. She had no proper wardrobe, no jewels, nothing. And those were the only things that she loved—she felt she was made for them. She would have so loved to charm, to be envied, to be admired and sought after.

- (a) According to the selection, what can you infer about the state of mind of the woman and her self image?
- (b) How are the values of both husband and wife different? Illustrate.

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(c) How does the passage illustrate the problems that arise out of lack of adaptability and its importance in interpersonal relationships? Illustrate.

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