

Vidya Vikas Mandal's
Shree Damodar College of Commerce & Economics, Margao-Goa
FY B. Com, Semester-I, Semester End Examination (OA 38) November 2023,
Soft Skills & Personality Development (COM-143, NEP-2020)

Duration: 1 hour

Max Marks: 20 marks

Instructions: * Question number 1 is compulsory
* Answer **any two** options from Questions 3, 4, & 5

- Q 1. Answer the following (4x1= 4 marks)
- a. Define the term Soft skills.
 - b. Differentiate between Soft Skills and Hard Skills.
 - c. State why Leadership skills are important.
 - d. Name two barriers to communication.
- Q 2 A. State the four communication Skills. (2 marks)
- Q 2 B. Discuss two benefits of effective time management in achieving your personal and professional goals (2 marks)
- Q 3 A. Define qualities that make a good leader. (2 marks)
- Q 3 B. Describe the term 'Social Skills'. (2 marks)
- OR**
- Q 3 C. Outline the steps to be followed for preparing a PowerPoint Presentation. (2 marks)
- Q 4 A. Describe the skills that Creative thinking involves (2 marks)
- Q 4 B. Describe with an example the importance of teamwork. (2 marks)
- OR**
- Q 4 C. Describe the benefits of clear and concise communication in professional and personal relationships. (2 marks)
- Q 5 A. State the different ways of managing Stress. (2 marks)
- Q 5 B. Elaborate with an example, the importance of Negotiation Skills in the workplace. (2 marks)
- OR**
- Q 5 C. Describe self-regulation with an example from a stressful situation. (2 marks)
