

LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034



U.G.DEGREE EXAMINATION –GENERAL ENGLISH

FOURTH SEMESTER – APRIL 2018

16UEL4GE02 / EL 4060 – ENGLISH FOR SOFT SKILLS

Date: 18-04-2018

Dept. No.

Max. : 100 Marks

Time: 09:00-12:00

I. Answer the following in about 200 words each: (10x10=100)

1. What are the five important components of oral communication?
2. What are the three influencing styles? Explain the seven steps to improve influencing skills.
3. Differentiate between 'Soft Skills' and 'Hard Skills'. Highlight the importance of Soft Skills in acquiring success in one's work place.
4. What is 'Empathetic Listening'? Explain the communication aids of an 'Empathetic Listener.'
5. Explain the dynamics of team work.
6. Write short note on an 'Interview Structure'? Explain the nuances of a Job interview?
7. Define 'Leadership Skills' in your own words. Explain the different kinds of 'Leadership Styles.'
8. Highlight the importance of maintaining effective 'Interpersonal Skills' in an office for effective performance.
9. "Motivating yourself and others is an important ingredient of success in any organization". Explain the significance of motivation in boosting an individual's morale and performance in an organization.
10. Draft a speech on the topic 'Importance of Time Management'
