



LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034

B.A. DEGREE EXAMINATION – GENERAL ENGLISH

FOURTH SEMESTER – APRIL 2024

UEL 4202 – SOFT SKILLS FOR PROFESSIONAL DEVELOPMENT

Date: 17-04-2024

Dept. No.

Max. : 100 Marks

Time: 09:00 AM - 12:00 NOON

SECTION A - K1 (CO1)

Answer ALL the Questions

(10 x 1 = 10)

1. Answer the following

- a) Define Assertive Skills
- b) What is Intrinsic motivation?
- c) Define Soft Skills.
- d) List out four styles of Leadership.
- e) What are the two techniques used at the time of making decisions?

2. True or False

- a) Soft skills refer to expertise in a subject.
- b) Multicultural collaboration is nowadays more important in the workplace.
- c) Aggressive negotiation can get results.
- d) Presentation skills reveal one's ability to communicate effectively.
- e) An interviewee cannot ask questions in a job- interview.

SECTION A - K2 (CO1)

Answer ALL the Questions
10)

(10 x 1 =

3. MCQ

- a) Which among the following skills enables the individuals to stand up for their own rights while respecting those of others?
a) Interview Skills b) Assertive Skills c) Creativity d) Motivation
- b) _____ thinking stimulates creativity.
a) Logical thinking b) Goal setting c) Positive thinking d) Negative thinking
- c) Which type of leader is goal oriented but not people oriented?
a) Bureaucratic b) Free Rein c) born leaders d) Service oriented
- d) _____ is a well structured two-person communication.
a) Decision Making b) Time management c) Negotiation d) Interview skills
- e) Maximax stands for _____.
a) Maximizing b) Minimizing c) Maximizing the maximums d) Maximizing the minimum

4. Fill in the blanks

- a) Soft skills are a cluster of _____ skills.
- b) Internal Motivation is _____ oriented.
- c) _____ is the soul of Negotiation.
- d) _____ skill is viewed as a tool at the time of crisis.
- e) _____ stress is much more complicated to understand than Physical Stress.

SECTION B - K3 (CO2)

Answer any TWO of the following in 100 words each.

(2 x 10 = 20)

- 5. Explain Interpersonal Skills.
- 6. Describe Intrinsic and Extrinsic Motivation.
- 7. What are the various stages involved in the process of Negotiation?
- 8. Explain the role of creativity in Decision making.

SECTION C – K4 (CO3)	
Answer any TWO of the following in 100 words each. (2 x 10 = 20)	
9.	Distinguish Soft Skills from Hard Skills with suitable examples.
10.	Analyze the ways to structure a Speech Presentation.
11.	Critically analyze the dynamics of Team Work.
12.	Explain the causes of emotional stress.
SECTION D – K5 (CO4)	
Answer any ONE of the following in 250 words (1 x 20 = 20)	
13.	Evaluate the effective Negotiation Techniques.
14.	Assess the characteristics of an effective speaker.
SECTION E – K6 (CO5)	
Answer any ONE of the following in 250 words (1 x 20 = 20)	
15.	Generate TEN measurable tips for enhancing critical and creative skills for solving problems in the workplace.
16.	Formulate some ways that can help the interviewees overcome stress at the time of Interview.

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