

C 43510

Name.....

Reg. No.....

SECOND SEMESTER M.B.A. DEGREE EXAMINATION, JULY 2023

M.B.A. (CUCSS)

BUS 2C 09—SOFT SKILL DEVELOPMENT

(2016 Scheme)

Time : One Hour and a Half

Maximum : 18 Weightage

*Answer all the parts.***Part A***Answer all questions.**Each question carries 1 weightage.*

1. What is the meaning of body language ?
2. What do you mean by telephone etiquettes ?
3. Why is trust important in communication ?
4. Define Attitude.
5. What is expected from an employee during professional interaction ?
6. What are Emotions ?

(6 × 1 = 6 weightage)

Part B*Answer any four questions.**Each question carries 3 weightage.*

7. Why is time management skill an important component of soft skills ?
8. What are personality traits ?
9. It is said soft skill is a competitive weapon. Justify.
10. What are the advantages of video-conferencing ?
11. How does training in soft skills help teamwork ?
12. Explain the process of assessing personality of participants through group discussion.

(4 × 3 = 12 weightage)