

**UG 5th Semester Examination 2021**

**ENGLISH (General)**

**PAPER: SEC-3 (A)**

**(Soft Skills)**

**(CBCS)**

Full Marks : 32

Time : Two Hours

*The figures in the margin indicate full marks.  
Candidates are required to give their answers  
in their own words as far as practicable.*

**Unit - 1**

1. Answer any *one* of the following in about 300 words : 8×1=8
- (a) If you started a company today, what would its top values be?
  - (b) What is “Emotional Intelligence”? What are its basic components?
  - (c) Write a brief note on “Emotional blind spots”.

**Unit - 2**

2. How would you respond to the given situations? Answer any *four* : 2×4=8
- (a) Does fear help in adaptability? Elaborate briefly with suitable examples.
  - (b) You have started a new job. How would you respond to the challenges?

- (c) Suppose you have joined an insurance company as an agent. You are trying to develop your communication skills. Can this be an example of adaptability?
- (d) How would you adjust to changes you have no control over?
- (e) Learning from mistakes can help in improving adaptability skills. Would you agree? Argue.
- (f) You have been asked to work on a task that is outside of your job description. How would you handle the situation?
- (g) How would you re-adjust your schedule when your manager asks you to prepare a report within an hour?
- (h) In 2020, online classes emerged as a solution to continue classes during Covid induced Lockdown. What were the problems that students faced to adapt to online classes?

### Unit - 3

3. How would you respond to the given situations? Answer any *two*:  $4 \times 2 = 8$
- Problems are also necessary in our lives and can have some good impacts upon us as well. Would you agree? Argue.
  - If you have to solve a problem, but don't have all the necessary information about it. What would you do?
  - You have enrolled yourself to the Undergraduate Arts/Humanities General degree course. List the strengths, weaknesses, opportunities, and threats (SWOT) as perceived by you.
  - Suppose you are a primary school teacher. How can you inculcate confidence among the students with lower levels of confidence?
  - As students, you often make a "To do" list but fail to adhere to it. How can you make a "To do" list that would be easier to follow?

### Unit - 4

4. How would you respond to the given situations? Answer any *two* :  $4 \times 2 = 8$
- Point out any four factors that can develop team spirit.
  - Do you think a team should have some ground rules? Elaborate with suitable examples.

- c. What strategies would you use to motivate your team?
- d. You are planning to open a business. Would you prefer to have a cross-functional team for this where experts in different fields might join you? Give reasons for your answer.
- e. What are the common challenges seen in teamwork?