

DIPLOMA IN GERMAN LANGUAGE**Subject: Soft Skills****Subject Code: GE104****Semester: First****October-2019****Theory (External): 70 Marks****Time: 03 hours****Instructions to the Students**

1. This Question paper consists of two Sections. All sections are compulsory.
2. Section A comprises 10 questions of objective type in nature. All questions are compulsory. Each question carries 2 marks.
3. Section B comprises 8 essay type questions out of which students need to do any 5. Each question carries 10 marks.
4. Read the questions carefully and write the answers in the answer sheets provided.
5. Do not write anything on the question paper.
6. Wherever necessary, the diagram drawn should be neat and properly labelled

Roll Number

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SECTION -A (OBJECTIVE TYPE QUESTIONS)

(10x2=20 Marks)

Q1 Attempt all the questions

- A. What is the importance of decision making?
- B. Explain the process of communication.
- C. How can a leader solve the differences between two team members?
- D. What do you understand by 'the process of Team Management'?
- E. How will you solve the problem of increasing absenteeism of the employees?
- F. What are the skills required for problem solving?
- G. Explain any three factors for decision making.
- H. What do you understand by creativity?
- I. Imagine that a co-worker is wasting his time under the pretext of being ill. Will you report it to the supervisor? Give reasons.
- J. How will you respond to an angry customer?

SECTION -B (ESSAY TYPE QUESTIONS)

(5x10=50 Marks)

- Q1 What are the various components of body language? How can you use it for effective communication?
- Q2 How can we manage time? What role does time management play in decision making?
- Q3 Discuss how good team work and team leader can increase the probability of success.
- Q4 What are the barriers to problem solving? What strategies should be followed for problem solving?
- Q5 Explain the traps in decision making. How will you use the 6Cs of decision making in order to make effective decisions?
- Q6 What is decision making? What are the factors for effective decision making?
- Q7 Mention some problems in your field, which should be reported to the supervisor. Illustrate with examples.
- Q8 How does self-confidence help in dealing with the customer? What are the ways of receiving feedbacks?

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