

**A**

**200953**

**DIPLOMA**  
**German Language**  
**Subject: Soft Skills**  
**Subject Code: GE104**  
**Semester: First**  
**September 2020**  
**Theory (External): 70 Marks**  
**Time: 03 hours**

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**INSTRUCTIONS TO THE STUDENTS**

1. Read the questions carefully and write the answers in the answer sheets.
2. Wherever necessary, the diagram drawn should be neat and properly labelled.
3. This questions paper comprises of 8 questions out of which student need to attempt any 4 questions.
4. All questions carry equal marks.
5. The time allotted will be 3 hours for examinations including time of downloading of question paper to emailing of answer books to the concerned Dean/IC.

## ESSAY TYPE QUESTIONS

1. How can one develop Interpersonal skills for all round growth? Explain the emphasis of Self-confidence and Time Management in developing skills.
2. Explain the process of Team Management and bring out the importance of a leader's role in a team.
3. Explain in detail the barriers to Team Management.
4. Explain the different strategies to solving Problems. What is the role of Brain in solving problems?
5. Explain in detail the barriers to Problem Solving and skills required for problem solving taking an example of your choice.
6. How do you make better decisions? What are the various factors for effective decisions and traps in decision making?
7. Explain the 6 C's of Decision making. What is an ethical decision making framework?
8. How do you Report problems which have been identified in the field? Explain how to Respond to Customers after receiving Feedbacks.

\*\*\*\*\*END OF PAPER\*\*\*\*\*