

DIPLOMA
German Language
Subject: Soft Skills
Subject Code: GE104
Semester: First
January 2021
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											

SECTION –A (SHORT/OBJECTIVE TYPE QUESTIONS)
(10x2=20 Marks)

- A. What do you understand by self-confidence?
- B. Mention some of the ways to manage time effectively.
- C. How can the team members encourage collaboration in the team?
- D. What are the essential qualities of a good team leader?
- E. Define problem solving.
- F. What are the factors for effective decisions?
- G. How are creativity and decision making linked?
- H. What is the importance of receiving feedback?
- I. You see your team mate violating the 'no smoking' rule of the company. How will you handle the situation?
- J. Discuss the role of the brain in solving problems.

SECTION -B (ESSAY TYPE QUESTIONS)
(5x10=50 Marks)

- Q1 What role does body language play in communication? Discuss the various facets of body language.
- Q2 Write short notes on:
a) Soft skills
b) Traps in decision making
- Q3 How can a dominant team member be a barrier to team management? What are the other barriers to team management?
- Q4 Explain the various strategies that can be used for problem solving.
- Q5 Discuss the 6Cs of decision making. Illustrate with examples.
- Q6 What are the factors that help to decide when to report to the supervisor? Give an example of a situation when you should NOT report to the supervisor.
- Q7 What are the skills to be used for problem solving? Explain the barriers to problem solving?
- Q8 a) How should you behave in a team?
b) How will you respond to a complaining customer?

-----**END OF PAPER**-----