

Seat No. : \_\_\_\_\_

**DF-115**  
**December-2013**  
**5 Years MBA Integrated**  
**(KS) S.Y. MBA**  
**Soft Skill Development**

**Time : 3 Hours]**

**[Max. Marks : 100**

1. (a) Explain the meaning, antiquity and classification of Soft Skills. **10**  
(b) What are the basic features that one has to keep in mind while working with consumers ? **10**
  2. Explain elaborately the concept of group decision making and discuss in detail various decision support tools. **20**
  3. What do you mean by Reflective thinking and Interpersonal Intelligence ? Explain in detail. **20**
  4. Explain the essential elements of socializing professionally at the workplace. How do you display your optimism and enthusiasm at the workplace ? **20**
  5. How do you recover from difficult interpersonal situations ? **10**
  6. What are the essential elements of dressing appropriately ? **10**
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