

IMBA (Old) Sem.-3 Examination  
Soft Skill Development

Time : 2.30 Hours]

December-2025

[Max.Marks : 70

- Q 1 (a) *Oral communication in the workplace is often informal, and includes conversations and meetings. This type of communication is the basis of most professional relationships.* With respect to the statement, describe the ways to improve informal communication at the workplace. [7]
- (b) Explain the essential components of professional telephone etiquette. [7]  
Also discuss the ways to develop cell phone etiquette.
- Q 2 (a) Explain the process of identifying and defining problems with appropriate examples. [7]
- (b) Discuss the importance of critical thinking in solving organizational problems. Also explain the effective ways for improving critical thinking. [7]
- Q 3 (a) Discuss the benefits of working in teams. Also describe the various stages of group development. [7]
- (b) *Meetings often consume a large part of employees' time, and since time is the most valuable asset of any organization, each meeting must be purposeful, well-planned, and focused on achieving concrete results.* With respect to the statement, elaborate on the role of meetings in organization. Also discuss the key factors to consider when scheduling a meeting. [7]
- Q 4 (a) *Professionalism within an organization is the foundation of trust, efficiency, and ethical conduct; it not only shapes a positive work culture and enhances employee performance but also strengthens client relationships, builds credibility, and drives sustainable organizational success.* With respect to the statement, discuss the ways to present yourself professionally. [7]
- (b) *Office politics is part of every business. People who are successful with office politics earn the respect of others and know how to exchange favours. Winning at office politics will help advance one's career and make day-to-day work life run more smoothly.* With respect to the statement, elaborate on the effective guidelines to win at office politics. [7]
- Q 5 (a) Discuss the concept of empathy. Also explain the importance of empathy in interpersonal communication. [7]
- (b) Describe negotiation skills and their relevance in professional environments. [7]