



Seat No. : _____

DT-103

December-2025

Int. MBA., Sem.-III

KS-MBA-SEC-236 : Soft Skill Development (SSD)

Time : 1:00 Hour]

[Max. Marks : 25

1. (a) How does verbal communication skills enhance one's ability to work efficiently with customers ? 5
- (b) Explain how does critical thinking distinguish between facts, opinions and assumptions in various circumstances. 5

OR

1. (a) Elucidate inherent and developed soft skill with technical and non-technical aspects within an organizational structure. 5
 - (b) "Problem-identification, effective solving and sound decision making form the backbone of organizational success". How does communication skills facilitate these process to ensure efficiency and better outcomes in an organization ? 5
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2. (a) *Professionalism is important in the workplace because it builds a foundation of trust, respect and accountability. It ensures that our actions reflect integrity and maturity, even under pressure. A professional attitude not only elevates individual performance but also strengthens the culture and credibility of the entire organization. With respect to the statement, discuss the various ways in which an individual can present themselves professionally in the workplace.* 5
 - (b) *Teams play a pivotal role in organizations by integrating diverse skills, perspectives and strengths to achieve shared goals. They enhance problem-solving, promote innovation and ensure collective accountability. A well-functioning team becomes the foundation of organizational effectiveness and sustained growth. With respect to the statement, discuss why do organizations use teams ?* 5

OR

2. (a) *Careful selection of team members is critical for organizational success, as it ensures the right mix of skills, experience and attitudes. Properly chosen members enhance collaboration, reduce conflict and increase overall team efficiency.* With respect to the statement, explain the key considerations for selecting team members to achieve optimal collaboration and productivity. **5**
- (b) *Professional networking is vital for career growth and organizational success, as it fosters knowledge sharing, collaboration and access to opportunities. Strong networks enhance visibility, credibility and support, enabling individuals to leverage relationships for professional advancement.* With respect to the statement, discuss the guidelines to create professional networking. **5**
3. Answer the following questions : (Any **Five**) **5**
- (a) What is the importance of verbal communication ?
- (b) What is meant by professional telephonic communication ?
- (c) What are the major stages of identifying and defining problem ?
- (d) Define Interpersonal Skills.
- (e) Highlight any two major difference between a group and a team.
- (f) Suggest ways to manage your time effectively.
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