

Seat No. : _____

NG-110

December-2015

S.Y. M.Sc., (CA & IT)

Soft Skill Development

Time : 2 Hours]

[Max. Marks : 50

1. Attempt any **two** : **10**
 - (1) What do you understand by personal traits and interpersonal traits ? Explain the need of communication and networking in today's competitive environment.
 - (2) What lessons do you learn from the case studies of three great leaders ?
 - (3) Soft skills are a competitive weapon in today's workplace. Justify the statement.

2. Attempt any **two** : **10**
 - (1) What is time management ? Explain the principles of time management.
 - (2) Explain self-confidence and courage.
 - (3) List out any seven qualities of a good leader.

3. Attempt any **two** : **10**
 - (1) Explain the types of groups and teams used in organization.
 - (2) Write down the differences between Groups and Teams.
 - (3) Explain all the characteristics of a cohesive team. Also specify the benefits of being a member of successful team.

4. Attempt any **two** : **10**
 - (1) Modern work environment is filled with stress and anxiety. Explain the ways to manage stress.
 - (2) In order to grow in your career, you need to take advantage of professional opportunities. What would you do in order to take such advantage ?

 - (3) (a) What is ergonomic principle ? **2**
 - (b) Because some project tasks and assignments are more urgent than others, you should **1**
 - (i) Attend meetings before work on urgent task
 - (ii) Vary the type of tasks you perform
 - (iii) Set priorities
 - (iv) Wait until you have plenty of time to work

- (c) Which of the following is not a way to demonstrate work ethic ? **1**
- (i) Exceed expectations
 - (ii) Act as if others are depending on you
 - (iii) Assist others
 - (iv) Assign a low priority to shared commitment
- (d) When you work consistently for a long period of time and fail to get enough rest, you face a condition which is called _____. **1**
5. Attempt any **two** : **10**
- (1) How to identify powerful people in an organization ?
- (2) How to deal with negative office politics ?
- (3) Attempt **all** :
- a. What is meaning of diplomacy skills ? **1**
 - b. In an organization, the political culture is **1**
 - i. Shown on the organizational chart
 - ii. The group of people elected to their positions
 - iii. The customs, attitudes and practices that make a company unique
 - iv. The hostility one group displays to another
 - c. How do people gain power in an organization ? **1**
 - i. Through their behaviour and relationships
 - ii. Only by adding a title to their name
 - iii. By making money
 - iv. By agreeing to all requests.
 - d. Which of the following should you not do to cultivate allies ? **1**
 - i. Get acquainted with all types of co-workers
 - ii. Keep a professional attitude
 - iii. Assume a casual attitude during hallway tickets
 - iv. Plan time to build relationships.
 - e. You can view power as a/an _____. **1**
