

DC-132

December-2017

SY M.Sc. (CA & IT) Integrated

Soft Skills Development

Time : 3 Hours]

[Max. Marks : 50

1. Attempt the following : **10**
 - (1) Why are soft skills so much in demand ? Give reasons supporting your answer.
 - (2) What is time management ? Explain any four attributes of planning and organization in detail.

2. Attempt any **two** of the following : **10**
 - (1) What is leadership ? Explain any eight characteristics of a leader.
 - (2) How do networking and effective communication skills play a vital role in developing a person's career ?
 - (3) Empathy and listening skills as an interpersonal skill play an important role at workplace. Explain the importance of these skills.

3. Attempt any **two** of the following : **10**
 - (1) Explain the essential differences between Teams and Groups.
 - (2) What qualities are essential in making a team work as a High Performing Team ? Explain how such a team works.
 - (3) Do as directed:
 - (i) Define : team with an example.
 - (ii) _____ are groups of workers who identify and solve work related problems.
 - (iii) _____ sets the team goals in successful teams.
 - (a) Managers
 - (b) Team Leader
 - (c) Team members
 - (d) Team member as a goal setter
 - (iv) High Performing team is not identified by which of the following characteristic ?
 - (a) Stability
 - (b) Strictness
 - (c) Support
 - (d) Satisfaction
 - (v) _____ discusses topics that matter to the whole organization.
 - (a) Basic Workgroup
 - (b) Committee
 - (c) Task Force
 - (d) Project Team

4. Attempt any **two** of the following : **10**
- (1) Modern work environment is filled with deadlines, problems and conflicts. In such situation, what will you do to manage such stress ?
 - (2) Professional opportunities help a person to advance his career. How can a person take advantage of such professional opportunities ?
 - (3) Do as directed :
 - (i) Which of the following is not a way to demonstrate work ethic ?
 - (a) Exceed expectations
 - (b) Assist others
 - (c) Assign a low priority to shared commitments
 - (d) Act as if others are depending on you.
 - (ii) _____ is the science of designing your workspace to fit you and your body.
 - (iii) _____ training makes you more versatile benefitting you and your career in future.
 - (iv) Because some projects and tasks are more urgent than others, you should :
 - (a) Attend meetings before working on urgent tasks
 - (b) Vary the type of tasks you perform
 - (c) Set priorities
 - (d) Wait till you have enough time
 - (v) Work ethic is a complex term that includes personal characteristics such as :
 - (a) Punctuality
 - (b) Dependability
 - (c) Effort
 - (d) All of the above
5. Attempt any **two** of the following : **10**
- (1) Negative office politics are a part of every workplace. What are the ways to deal with negative politics ?
 - (2) Being diplomatic is essential in order to counter disputes and other conflicts. How to develop diplomacy skills ?
 - (3) How to identify powerful people within the organization ?
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