

Seat No. : _____

N27-146

December-2014

**Second Year MBA (KS) Integrated
Soft Skill Development**

Time : 3 Hours]

[Max. Marks : 100

1. (a) What is Team Work ? Explain the process of Team Work. **10**
(b) How can thinking critically help to solve problems ? **10**
2. (a) Discuss the basics of verbal communication. **10**
(b) Discuss working with consumers. **10**

OR

(a) Discuss the classifications of soft skills. **10**
(b) How can meeting be managed effectively ? **10**
3. Write short notes on any **four** of the following : (**5** marks each) **20**
 - (1) Decision support tools
 - (2) Antiquity of soft skills
 - (3) Herd behaviour
 - (4) Defining problems
 - (5) Professional telephone skills
4. (a) Discuss the importance of International Skills. **10**
(b) How can you present yourself professionally ? **10**

OR

(a) Discuss professional work ethics in detail. **10**
(b) What are the challenges one faces while communicating in workplace ? How can one successfully work and win at office politics ? **10**
5. Write short notes on any **four** of the following (**5** each) : **20**
 - (1) Negotiation skills
 - (2) Managing career
 - (3) Reflective thinking
 - (4) Thin slicing and Blink