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**BASSPC 354**

**Credit Based Sixth Semester B.A. Degree Examination, September 2022**  
**SECRETARIAL PRACTICE**  
**(Common to all Batches)**  
**Paper – VII : Soft Skills and Personality Development**

Time : 3 Hours

Max. Marks : 80

***Instruction*** : Answer ***all*** questions strictly following the choice ***provided***.

**PART – A**

1. Fill in the blanks : **(5×1=5)**

- a) Sense of loneliness and isolation is a symptom of \_\_\_\_\_
- b) Interpersonal relationship matrix is also known as \_\_\_\_\_
- c) 'Urgent but not important' is one of the quadrants of \_\_\_\_\_ matrix.
- d) Alphabet 'S' in SMART goal represents \_\_\_\_\_
- e) Social Exchange Theory of Group formation was developed by \_\_\_\_\_

2. Match the following : **(5×1=5)**

- |                      |                     |
|----------------------|---------------------|
| a) Bruce Tuckman     | 1) Feeling of Trust |
| b) Opportunity       | 2) Pareto Principle |
| c) Self-confidence   | 3) Stress           |
| d) 80:20 rule        | 4) Team Building    |
| e) Clear expectation | 5) SWOT             |
|                      | 6) Norming          |

3. Answer **any five** of the following : **(5×2=10)**

- a) Mention any two benefits of Soft Skills.
- b) What is meant by 'Prioritization' ?
- c) State any two causes of stress.
- d) What is Goal Setting ?
- e) Write a brief note on 'Group Size'.
- f) What is 'Command Group' ?

**P.T.O.**



**PART – B**

**Unit – I**

4. Answer **any two** of the following : **(2×5=10)**

- a) What are the different ways to gain self-confidence ?
- b) Bring out the significance of SWOT analysis in developing ones personality.
- c) What is Stress ? Explain the symptoms of ‘Stress’.

5. Answer **any one** of the following : **(1×10=10)**

- a) What is meant by ‘Self-esteem’ ? Explain the steps to build high self-esteem ?
- b) Enumerate the different ways to get relief from ‘Stress’ ?

**Unit – II**

6. Answer **any two** of the following : **(2×5=10)**

- a) Explain the 5 elements of SMART goal.
- b) How to prioritize the tasks in day-to-day life ?
- c) Explain briefly the effective time management techniques.

7. Answer **any one** of the following : **(1×10=10)**

- a) What is meant by ‘Team Work’ ? What are the principles of Team building ?
- b) Explain briefly the 4 different quadrants of interpersonal relationship model.

**Unit – III**

8. Answer **any two** of the following : **(2×5=10)**

- a) Explain briefly the significance of ‘Group Roles’.
- b) Describe briefly Classic theory and Social Exchange theory of group formation.
- c) Write a brief note on ‘Group Norms’.

9. Answer **any one** of the following : **(1×10=10)**

- a) Explain briefly the formal and informal types of groups.
  - b) Describe the 5 stages of Bruce Tuckman’s Group Development Theory.
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