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BASSPC 381

Choice Based Credit System Sixth Semester B.A.

Degree Examination, September 2022

(2021-22 Batch Onwards)

SECRETARIAL PRACTICE

Paper – VII : Soft Skills and Personality Development

Time : 3 Hours

Max. Marks : 80

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

PART – A

1. Answer the following questions in **one** sentence **each** : **(10×1=10)**
- What is soft skill ?
 - Mention the two attributes of self-confidence.
 - What is meant by self-esteem ?
 - Mention any two symptoms of stress.
 - Draw a diagram showing 4 quadrants of Johari Window.
 - What is 'Team Building' ?
 - Mention any two features of time.
 - Who introduced the term 'Group Dynamics' ?
 - What are Group Norms ?
 - Mention any two formal groups.
2. Answer **any five** of the following in **2-3** sentences **each** : **(5×2=10)**
- What is 'Self-confidence' ?
 - Draw a diagram for SWOT analysis.
 - Explain the meaning of goal setting briefly.
 - Describe 80 : 20 rule.
 - As per Classic theory on what basis the group develops ?
 - What is the effective group size ?

P.T.O.



PART – B

Unit – I

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

- a) Explain the various causes of Stress.
- b) Write a brief note on personal SWOT analysis.
- c) How to develop Self-confidence? Explain.

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

- a) What are the benefits of soft skills ?
- b) How to build positive self-esteem ? Explain with examples.

Unit – II

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

- a) Explain the importance of Johari Window to build interpersonal relationship.
- b) Illustrate with examples the difficulties we face to manage time effectively.
- c) What is Prioritization ? Explain the ways to effectively prioritize to-do-list.

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

- a) Explain the 12 C's for Team Building.
- b) Explain the five golden rules for goal setting.

Unit – III

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

- a) What is Group Dynamics ? Explain the Social Exchange and Social Identity theory of Group Development.
- b) What is Group Cohesiveness ? What are the factors determining Group Cohesiveness ?
- c) Describe with examples the various types of 'Groups'.

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

- a) Enumerate the five stages of Tuckman's theory of group development.
 - b) Describe briefly the classifications of group roles.
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