

**MASTER OF BUSINESS ADMINISTRATION
SECOND SEMESTER
SOFT SKILLS & BUSINESS NEGOTIATION SKILLS
MBA – 209
[USE OMR FOR OBJECTIVE PART]**

**SET
A**

Duration: 3 hrs.

Full Marks: 70

Time: 30 min.

Marks: 20

Choose the correct answer from the following:

1×20=20

(Objective)

1. A _____ refers to the structured way in which information flows between individuals or groups.
 - a. Wheel network
 - b. Communication network
 - c. Circle network
 - d. Y-Network
2. _____ occurs when the listener paraphrases or repeats what the speaker has said to confirm understanding and to show attentiveness.
 - a. Empathetic Listening
 - b. Reflective Listening
 - c. Active- Acknowledging Listening
 - d. Critical Listening
3. _____ skills are essential for success in various professional settings, enabling individuals to analyze complex information, recognizes patterns and draw sound conclusions.
 - a. Emotional intelligence
 - b. Teamwork
 - c. Time management
 - d. Critical thinking
4. _____ listening is a one way communication where the receiver doesn't provide feedback or ask questions & may or may not understand the sender's message.
 - a. Active
 - b. Interpersonal
 - c. Passive
 - d. Empathetic
5. _____ are deeply rooted in one's own personality and require cultivation.
 - a. Soft skill
 - b. Hard skill
 - c. Communication skill
 - d. Listening skill

6. _____ is a figurative phrase used primarily to indicate the difficulties faced when people who have no language in common attempt to speak with each other.
 - a. Cultural Barrier
 - b. Gender Barrier
 - c. Emotional Barrier
 - d. Language Barrier
7. Consistently seeking constructive feedback from colleagues and superiors is crucial for _____ & _____ soft skills.
 - a. Refining, enhancing
 - b. Modifying, engaging
 - c. Submitting, acquiring
 - d. Mentoring, competing
8. _____ network follows a step-by-step linear pattern of communication.
 - a. Wheel
 - b. Circle
 - c. Chain
 - d. Star
9. _____ is the medium through which the message is transmitted. It can be verbal, non-verbal, written or electronic.
 - a. Decoding
 - b. Chain
 - c. Encoding
 - d. Channel
10. Which of the following is an example of a soft skill?
 - a. Problem Solving
 - b. Coding in Python
 - c. Data Analysis
 - d. Operating heavy machinery
11. Which soft skill involves the capability to adjust to changing circumstances and embrace new challenges?
 - a. Emotional Intelligence
 - b. Leadership
 - c. Conflict Resolution
 - d. Adaptability
12. _____ is about being specific and definite rather than general in communication.
 - a. Concreteness
 - b. Clarity
 - c. Completeness
 - d. Courteous
13. _____ theories tend to view personality as a result of internal characteristics that are genetically based.
 - a. Type
 - b. Trait
 - c. Physiological
 - d. Psychological

14. What are the major cause/causes of psychological barrier?
- a. Poor retention
 - b. Premature evaluation
 - c. Lack of attention
 - d. All of the above
15. _____communication is the internal dialogue occurring within the mind of an individual.
- a. Intrapersonal
 - b. Interpersonal
 - c. Formal
 - d. Informal
16. _____is the ability to understand and relate to another person's feelings.
- a. Empathy
 - b. Sympathy
 - c. Feedback
 - d. Open-mindedness
17. _____ refers to the capacity of a brain to retain or store things in memory.
- a. Pre-mature evaluation
 - b. Barrier
 - c. Evaluation
 - d. Retention
18. Informal Networks like the _____ & _____ promote teamwork and creativity.
- a. Chain & Wheel
 - b. Empathy & Sympathy
 - c. Circle & All-channel
 - d. Conditional & Situational
19. _____exhibits a high level of thoughtfulness, strong impulse control & goal oriented actions.
- a. Conscientiousness
 - b. Extraversion
 - c. Introversion
 - d. Openness
20. _____ Personality Type Indicator identifies a personality based on where someone is on 4 continuums.
- a. Byers- Mriggs
 - b. Gyers-Mriggs
 - c. Myers-Briggs
 - d. Myers-Triggss

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Descriptive

Time: 2 hr. 30 mins.

Marks: 50

[Answer question no.1 & any four (4) from the rest]

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|---|--------|
| 1. Define Soft Skills. State the difference between Soft Skills & Hard Skills. | 5+5=10 |
| 2. Define Personality. State the characteristics of 4 types of personality. | 10 |
| 3. What is Active Listening? State & explain the types of Active listening. | 5+5=10 |
| 4. Define Communication. State & explain the forms of communication with examples. | 5+5=10 |
| 5. Define "Correctness", "Completeness" & "Courteous" from 7c's of Communication. | 10 |
| 6. How to overcome the barriers to effective communication? | |
| 7. You are in-charge of purchase for Turbo Automobiles Ltd. Last week you made an order which is still pending. Write a letter to the manager of 'Tools & Spares' for the cancellation of the aforementioned order (125- 150 words) | 10 |
| 8. You are the Head Manager of your Office, XYZ Pvt. Ltd. Write down an email informing your employees regarding the change in office timings for the monsoon season, due to heavy traffic conditions in the city. | 10 |

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