

**MASTER OF BUSINESS ADMINISTRATION  
SECOND SEMESTER  
SOFT SKILLS & BUSINESS NEGOTIATION  
MBA-209**

Duration : 3 hrs.

Full Marks: 70

Time : 20 min.

( PART-A: Objective )

Marks : 20

*Choose the correct answer from the following:*

1X20=20

1. Soft skills are
  - a. Skills for future
  - b. Skills for Life
  - c. Skills for Business
  - d. Skills for students
2. Self-awareness is an important self-assessment tool to determine
  - a. The way you perceive yourself
  - b. Strengths and Weaknesses
  - c. All of the Above
  - d. None of the above
3. What is the importance of critical thinking?
  - a. Critical thinking can help you focus on issues and gather relevant, accurate information.
  - b. Critical thinking can help you analyze questions and problems
  - c. Critical thinking can help you organize your thoughts logically
  - d. All of the above
4. Critical thinking can be used in our personal lives too.
  - a. Yes
  - b. No
  - c. Sometimes
  - d. Never
5. Steps for critical-thinking skill development involve
  - a. looking at things differently
  - b. analyzing information
  - c. solving problem
  - d. All of the above
6. Strategies for creative thinking include
  - a. Never be afraid to ask any question, even those you think may be silly.
  - b. Take risks and dream big.
  - c. Force yourself to do something old in a new way
  - d. All of the above
7. Which of the following is not a "Soft Skill"?
  - a. Communication
  - b. Computer Skills
  - c. Creative Thinking
  - d. Negotiation Skills
8. What is the MODEL for Problem Solving?
  - a. SOLER
  - b. LUNAR
  - c. POWER
  - d. DOWER

9. What does the "R" in the Problem Solving model stands for?
- |                       |              |
|-----------------------|--------------|
| a. Recollect          | b. Review    |
| c. Review and Reflect | d. Round Off |
10. Is Managing Emotion an Integral part of Problem Solving?
- |              |          |
|--------------|----------|
| a. Yes       | b. No    |
| c. Sometimes | d. Never |
11. Choose one Stress management technique/Exercise from the below list
- |            |              |
|------------|--------------|
| a. Running | b. Breathing |
| c. Jumping | d. Chatting  |
12. Choose the signs of Stress from the below list
- |                  |                     |
|------------------|---------------------|
| a. Over Eating   | b. Over Sleeping    |
| c. Over Thinking | d. All of the above |
13. Negotiation can never be successful without
- |                            |                        |
|----------------------------|------------------------|
| a. Effective Communication | b. Effective Behaviour |
| c. Effective Timing        | d. None of the Above   |
14. "Motivation" comes after "Self Awareness"
- |              |          |
|--------------|----------|
| a. Yes       | b. No    |
| c. Sometimes | d. Never |
15. Critical and Creative thinking leads to Problem Solving
- |              |          |
|--------------|----------|
| a. Yes       | b. No    |
| c. Sometimes | d. Never |
16. Successful Negotiation is all about creating a
- |                      |                       |
|----------------------|-----------------------|
| a. Good Outcome      | b. Good Relationships |
| c. Win Win Situation | d. Win Lose Situation |
17. A problem might arise out of a
- |             |                     |
|-------------|---------------------|
| a. Conflict | b. Conditions       |
| c. Person   | d. All of the above |
18. A situation resulting from opposing views.
- |                  |               |
|------------------|---------------|
| a. Brainstorming | b. Compromise |
| c. Conflict      | d. Consensus  |
19. The problem-solving method in which each side gives up something of value to help solve a problem
- |               |                    |
|---------------|--------------------|
| a. Compromise | b. Consensus       |
| c. Constraint | d. Problem Solving |
20. During Negotiation it is important to?
- |             |              |
|-------------|--------------|
| a. Lie      | b. Empathize |
| c. Organize | d. Argue     |

**( PART-B : Descriptive )**

Time: 2 HRS 40 MINS

Marks : 50

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

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|---|------------|
| 1. Explain Soft Skills.   | 2+3+5=10   |
| 2. Explain the steps to "Successful Negotiation".   | 5+5=10     |
| 3. Explain Soft Skills vs. Hard Skills  | 5+5=10     |
| 4. The intention of a Successful Negotiation is to create a "Win-Win" situation. Explain. | 2+2+3+3=10 |
| 5. Is Bargaining related to Negotiation? Explain.   | 1+6+3=10   |
| 6. Write and explain 5 soft skills relevant in the present context.                       | 2+3+5=10   |
| 7. Explain the components to "Effective Communication".                                   | 7+3=10     |
| 8. What are the required Soft Skills for "Business Negotiation" process? Explain.         | 2+3+5=10   |

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