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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' ?

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**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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