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BASSPCN 201

Second Semester B.A. Degree Examination, September 2022
(2021-22 Batch Onwards) (NEP 2020)
SECRETARIAL PRACTICE
Paper – II : Soft Skills and Personality Development (Theory)
(DSCC)

Time : 2 Hours

Max. Marks : 60

UNIT – I

1. Answer **any one** of the following : **(1×5=5)**
 - a) Describe the consequences of Low Emotional Quotient.
 - b) What are soft-skills ? Give examples for soft skills and hard skills.
2. Answer **any one** of the following : **(1×10=10)**
 - a) “Self-awareness is one of the important skills in building EQ.” Elucidate.
 - b) Enumerate the importance of soft skills.

UNIT – II

3. Answer **any one** of the following : **(1×5=5)**
 - a) How self-esteem influences in changing your attitude ?
 - b) Write a brief note on self-confidence.
4. Answer **any one** of the following : **(1×10=10)**
 - a) How do you apply SWOT for your personal growth ?
 - b) Explain any five ways to build self-discipline.

P.T.O.



UNIT – III

5. Answer **any one** of the following : (1×5=5)
- a) What are the causes and effects of stress ?
 - b) Time is money, it can be spent, saved and invested. Justify this statement.
6. Answer **any one** of the following : (1×10=10)
- a) What is meant by Prioritization ? What are the ways to effectively prioritize life ?
 - b) Describe the five golden rules for Goal setting.

UNIT – IV

7. Answer **any one** of the following : (1×5=5)
- a) State and explain the principles of Team Building.
 - b) What is meant by conflict resolution ? Mention its techniques.
8. Answer **any one** of the following : (1×10=10)
- a) Explain Johari window with reference to interpersonal relationship.
 - b) What is meant by team building ? Explain its importance.
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