

Vidya Vikas Mandal's  
Shree Damodar College of Commerce & Economics, Margao-Goa  
FY B. Com, Semester-I, Semester End Examination (OA 38) November 2023,  
Soft Skills & Personality Development (COM-143, NEP-2020)

**Duration: 1 hour**

**Max Marks: 20 marks**

**Instructions:** \* Question number 1 is compulsory  
\* Answer **any two** options from Questions 3, 4, & 5

**Q 1. Answer the following**

**(4x1= 4 marks)**

- a. Define the term Soft skills.
- b. Differentiate between Soft Skills and Hard Skills.
- c. State why Leadership skills are important.
- d. Name two barriers to communication.

**Q 2 A. State the four communication Skills.**

**(2 marks)**

**Q 2 B. Discuss two benefits of effective time management in achieving your personal and professional goals**

**(2 marks)**

**Q 3 A. Define qualities that make a good leader.**

**(2 marks)**

**Q 3 B. Describe the term 'Social Skills'.**

**(2 marks)**

**OR**

**Q 3 C. Outline the steps to be followed for preparing a PowerPoint Presentation.**

**(2 marks)**

**Q 4 A. Describe the skills that Creative thinking involves**

**(2 marks)**

**Q 4 B. Describe with an example the importance of teamwork.**

**(2 marks)**

**OR**

**Q 4 C. Describe the benefits of clear and concise communication in professional and personal relationships.**

**(2 marks)**

**Q 5 A. State the different ways of managing Stress.**

**(2 marks)**

**Q 5 B. Elaborate with an example, the importance of Negotiation Skills in the workplace.**

**(2 marks)**

**OR**

**Q 5 C. Describe self-regulation with an example from a stressful situation.**

**(2 marks)**

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