

Roll No.

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Paper ID: EB002

Course Code: CEBC II

Examination (January - 2024)
Certificate Programme in Effective Business and Social Communication

Soft Skills

Time Allowed: 2 Hours

Max. Marks: 70

Instructions for the Students

1. The question paper shall consist of 70 Multiple Choice questions.
2. All questions are compulsory. Each question carries 1 mark.
3. There will be no negative marking.

<p>Q1. What is the significance of soft skills in professional and inter-personal communications?</p> <p>a) They help secure a basic position in one's life and career.</p> <p>b) They help retain, climb, and achieve excellence in one's life and career.</p> <p>c) They help develop pleasant and appealing personality traits.</p> <p>d) All of the above.</p>	<p>Q2. What are some examples of self-management skills?</p> <p>a) Planning, goal-setting, time management, stress management, and habits.</p> <p>b) Listening, speaking, writing, reading, and presenting.</p> <p>c) Negotiation, persuasion, assertiveness, empathy, and teamwork.</p> <p>d) Creativity, innovation, problem-solving, critical thinking, and decision making.</p>
<p>Q3. Which is an example of a self-management skill?</p> <p>a) Active listening</p> <p>b) Time management</p> <p>c) Conflict resolution</p> <p>d) Decision-making</p>	<p>Q4. Which of the following is true about soft skills?</p> <p>a) They are only relevant in personal relationships</p> <p>b) They are innate and cannot be developed</p> <p>c) They are essential for success in the workplace</p> <p>d) They are unrelated to emotional intelligence</p>
<p>Q5. Which is a characteristic of effective goal-setting?</p> <p>a) Setting vague and ambiguous goals</p> <p>b) Focusing only on short-term objectives</p> <p>c) Aligning goals with personal values and aspirations</p> <p>d) Avoiding any form of flexibility or adaptation</p>	<p>Q6. Which of the following is true about soft skills?</p> <p>a) They are only relevant in personal relationships</p> <p>b) They are innate and cannot be developed</p> <p>c) They are essential for success in the workplace</p> <p>d) They are unrelated to emotional intelligence</p>
<p>Q7. What is the term used to describe the way people perceive themselves and their abilities?</p> <p>a) Self-concept.</p> <p>b) Self-esteem.</p> <p>c) Self-confidence.</p> <p>d) Self-efficacy.</p>	<p>Q8. What are some examples of courtesy in communication?</p> <p>a) Using polite and respectful language.</p> <p>b) Using clear and concise language.</p> <p>c) Using complete and correct language.</p> <p>d) Using coherent and consistent language.</p>
<p>Q9. What are some examples of self-actualisation skills?</p> <p>a) Creativity, innovation, problem-solving, and decision making.</p> <p>b) Listening, speaking, writing, and reading.</p> <p>c) Negotiation, persuasion, assertiveness, and empathy.</p> <p>d) Planning, goal-setting, time management, and stress management.</p>	<p>Q10. Developing potential and self-actualization involve:</p> <p>a) Conforming to societal expectations and norms</p> <p>b) Setting low, easily attainable goals to avoid failure</p> <p>c) Continuous growth and improvement through personal reflection and learning</p> <p>d) Emphasizing external validation and seeking approval from others</p>

<p>Q11. What are examples of conflict resolution skills?</p> <p>a) Listening, speaking, writing, and reading. b) Negotiation, persuasion, assertiveness, and empathy. c) Creativity, innovation, problem-solving, and decision making. d) Planning, goal-setting, time management, and stress management.</p>	<p>Q12. What are some strategies to improve one's spiritual intelligence and awareness?</p> <p>a) Practising meditation, mindfulness, and gratitude. b) Exploring different beliefs, values, and perspectives. c) Serving others, contributing to a cause, and finding a purpose. d) All of the above.</p>
<p>Q13. What is the role of a leader in conflict resolution?</p> <p>a) Ignoring conflict and hoping it will resolve itself b) Taking sides to maintain harmony within the team c) Facilitating communication and finding mutually beneficial solutions d) Imposing decisions without considering others' perspectives</p>	<p>Q14. Which of the following is a characteristic of an effective leader?</p> <p>a) Lack of empathy towards team members b) Rigid adherence to one's own ideas without considering others c) Ability to delegate tasks and empower team members d) Dictatorial decision-making style</p>
<p>Q15. What are leadership skills?</p> <p>a) Inborn qualities that cannot be developed b) Only applicable in formal organizational settings c) A set of abilities to inspire and motivate others d) Limited to directing and commanding others</p>	<p>Q16. What is the concept of leadership?</p> <p>a) A person in a position of authority b) A person with excellent technical skills c) An individual who guides and influences others d) A person who solely takes charge of decision-making</p>
<p>Q17. What is the definition of teamwork?</p> <p>a) The ability to work independently and efficiently. b) The ability to work collaboratively and cooperatively with others. c) The ability to work under pressure and meet deadlines. d) The ability to work creatively and innovatively with others.</p>	<p>Q18. What are some benefits of teamwork in the workplace?</p> <p>a) It improves productivity, quality, and customer satisfaction. b) It enhances learning, creativity, and problem-solving. c) It fosters trust, communication, and morale. d) All of the above.</p>
<p>Q19. Why are leadership skills important in the workplace?</p> <p>a) They help to motivate and empower others to perform at their best. b) They help to create a positive and productive work culture and environment. c) They help to achieve organizational objectives. d) All of the above.</p>	<p>Q20. What are some examples of leadership skills?</p> <p>a) Communication, negotiation, conflict resolution, and decision-making. b) Planning, goal-setting, time management, and stress management. c) Creativity, innovation, problem-solving, and critical thinking. d) Listening, speaking, writing, and reading.</p>
<p>Q21. What is ethical decision-making?</p> <p>a) Making decisions based solely on personal gain and self-interest b) Following legal guidelines and regulations when making decisions c) Considering ethical principles and values when making decisions d) Ignoring the moral implications of decisions</p>	<p>Q22. What is group decision-making?</p> <p>a) Making decisions without considering other opinions b) A decision-making process involving the input and participation of multiple individuals c) Assigning decision-making authority to a single person within a group d) Group members deciding individually and independently without collaboration</p>
<p>Q23. What is the primary goal of problem-solving?</p> <p>a) Identifying and creating problems b) Avoiding problems at all costs c) Finding optimal solutions to challenges and obstacles d) Ignoring problems and hoping they will resolve on their own</p>	<p>Q24. Which decision-making approach involves seeking input and feedback from others?</p> <p>a) Autocratic decision-making b) Intuitive decision-making c) Collaborative decision-making d) Impulsive decision-making</p>

<p>Q25. How can you identify good habits?</p> <p>a) By their popularity among others b) Based on personal preferences and opinions c) By their positive impact on your life and well-being d) By the level of difficulty in forming them</p>	<p>Q26. What is the goal of forming habits of success?</p> <p>a) To maintain the status quo and resist change b) To engage in repetitive and monotonous actions c) To develop behaviours, routines that lead to success d) To rely solely on motivation and willpower</p>
<p>Q27. How long does it typically take to form a habit?</p> <p>a) 1 week b) 21 days c) 30 days d) It varies from person to person and habit to habit</p>	<p>Q28. What are characteristics of well-formed habits?</p> <p>a) Difficulty in executing the behaviour b) Lack of automaticity and unconsciousness c) Resistance to change and adaptability d) Repetition and ease of execution</p>
<p>Q29. What is the role of consistency in habit formation?</p> <p>a) Consistency is not important in forming habits b) Consistency helps reinforce and strengthen habits c) Consistency leads to boredom and lack of motivation d) Consistency is only necessary in forming good habits, not breaking bad habits</p>	<p>Q30. What is the first step in breaking a bad habit?</p> <p>a) Ignoring the habit and pretending it doesn't exist b) Identifying the cue/trigger associated with the habit c) Immediately quitting the habit without any preparation d) Seeking validation and approval from others</p>
<p>Q31. What is the difference between decision-making and problem-solving?</p> <p>a) Decision-making is choosing a solution from available options, while problem-solving is finding the best solution for a situation. b) Decision-making is finding the best solution for a situation, while problem-solving is choosing a solution from available options. c) Decision-making is identifying an issue and its causes, while problem-solving is asking questions and brainstorming solutions. d) Decision-making is asking questions and brainstorming solutions, while problem-solving is identifying an issue and its causes.</p>	<p>Q32. What are some controversies or criticisms of emotional intelligence?</p> <p>a) It is too positive, desirable, and beneficial for individuals and groups in various contexts and situations. b) It is too objective, measurable, and distinct from other constructs such as personality, intelligence, or social skills. c) It is too vague, subjective, and overlapping with other constructs such as personality, intelligence, or social skills. d) It is too negative, harmful, and detrimental for individuals and groups in various contexts and situations.</p>
<p>Q33. What are some personal factors that can influence the decision-making and problem-solving processes?</p> <p>a) Personality, values, emotions, and cognitive biases. b) Goals, objectives, criteria, and constraints. c) Information, knowledge, data, and evidence. d) Resources, tools, techniques, and strategies.</p>	<p>Q34. Which of the following is a benefit of emotional intelligence in the workplace?</p> <p>a) Decreased productivity and team cohesion b) Increased conflict and tension among team members c) Enhanced communication and collaboration d) Lack of motivation and engagement</p>
<p>Q35. What is the definition of conflict?</p> <p>a) A situation where two or more parties have incompatible goals, interests, or values. b) A situation where two or more parties have different opinions, perspectives, or preferences. c) A situation where two or more parties have limited resources, time, or information. d) A situation where two or more parties have negative emotions, attitudes, or behaviours.</p>	<p>Q36. What are some examples of cognitive biases that can affect decision making and problem solving?</p> <p>a) Confirmation bias, anchoring bias, availability bias, and hindsight bias. b) Optimism bias, pessimism bias, self-serving bias, and attribution bias. c) Bandwagon effect, halo effect, framing effect, and primacy effect. d) All of the above.</p>
<p>Q37. What is the definition of emotional intelligence?</p> <p>a) The ability to perceive, understand, and manage one's own emotions and relationships. b) The ability to understand, use, and manage one's own emotions as well as recognize the feelings of others. c) The ability to analyze and evaluate the logic and validity of one's own emotions and actions. d) The ability to apply and use the information and skills learned from one's own emotions and experiences.</p>	<p>Q38. What are some benefits of having high emotional intelligence in personal and professional life?</p> <p>a) It helps to build stronger relationships, achieve success, and enhance well-being. b) It helps to avoid conflicts, conform to norms, and please others. c) It helps to vent frustrations and release stress. d) It helps to suppress emotions, rationalize decisions, and ignore feelings.</p>

<p>Q39. Which of the following is a strategy for preventing stress?</p> <ul style="list-style-type: none"> a) Avoiding all challenging and demanding situations b) Overworking and pushing oneself beyond limits c) Setting realistic goals and priorities d) Ignoring one's emotions and feelings 	<p>Q40. What is stress management?</p> <ul style="list-style-type: none"> a) Avoiding stressful situations altogether b) The process of eliminating stress from one's life c) Techniques and strategies for preventing and coping with stress d) Ignoring and suppressing stress-related emotions
<p>Q41. What are some examples of emotional intelligence in popular culture and media?</p> <ul style="list-style-type: none"> a) The movie "Inside Out" that depicts the personified emotions of a young girl. b) The movie series "The Hunger Games" that depicts the survival skills of a young girl. c) The movie series "Harry Potter" that depicts the magical abilities of a young boy. d) The movie "The Da Vinci Code" that depicts the puzzle-solving skills of a professor. 	<p>Q42. What is the definition of stress?</p> <ul style="list-style-type: none"> a) The physical, mental, and emotional response to a challenging or threatening situation. b) The perception of a mismatch between the demands of a situation and the resources to cope with it. c) The accumulation of negative emotions such as anger, anxiety, and frustration. d) The disruption of the normal functioning of the body and mind due to external or internal factors.
<p>Q43. Which of the following is a relaxation technique commonly used in stress management?</p> <ul style="list-style-type: none"> a) Procrastination and avoiding responsibilities b) Deep breathing exercises and meditation c) Overworking and multitasking d) Ignoring one's emotions and feelings 	<p>Q44. What are the two main types of stress according to the duration and intensity of the stress response?</p> <ul style="list-style-type: none"> a) Acute and chronic. b) Eustress and distress. c) Positive and negative. d) Primary and secondary.
<p>Q45. What is the impact of a healthy lifestyle on stress management?</p> <ul style="list-style-type: none"> a) A healthy lifestyle has no impact on stress levels b) Unhealthy habits and behaviours contribute to increased stress c) A healthy lifestyle prevents stress from occurring altogether d) Stress levels are solely dependent on external factors and cannot be influenced by lifestyle choices 	<p>Q46. What is the role of physical activity in stress management?</p> <ul style="list-style-type: none"> a) Physical activity increases stress levels and should be avoided b) Physical activity helps release endorphins and reduces stress c) Physical activity is irrelevant to stress management d) Physical activity leads to exhaustion and increased stress levels
<p>Q47. What are some examples of situations of acute stress in everyday life?</p> <ul style="list-style-type: none"> a) Giving a presentation, taking an exam, or having an argument. b) Losing a job, getting divorced, or being diagnosed with a serious illness. c) Experiencing trauma, violence, or abuse. d) All of the above. 	<p>Q48. What are the three main types of interviews according to the degree of structure and direction of the interview process?</p> <ul style="list-style-type: none"> a) Phone, video, and face-to-face. b) Formal, informal, and semi-formal. c) One-on-one, panel, and group. d) Structured, semi-structured, and unstructured.
<p>Q49. What is the role of self-discipline in time management?</p> <ul style="list-style-type: none"> a) Self-discipline is not necessary for effective time management b) Self-discipline helps individuals stay focused and adhere to their schedules c) Self-discipline leads to rigid and inflexible time management d) Time management does not require any personal effort or discipline 	<p>Q50. What is the role of self-care in stress management?</p> <ul style="list-style-type: none"> a) Self-care is unnecessary and self-indulgent b) Self-care helps individuals prioritize their well-being and reduce stress c) Self-care is focused on external appearance and aesthetics d) Self-care leads to increased stress and lack of productivity

<p>Q51. Which of the following is a time management technique?</p> <p>a) Procrastinating and leaving tasks until the last minute b) Multitasking and trying to do several things simultaneously c) Prioritizing tasks and creating a schedule or to-do list d) Ignoring deadlines and due dates</p>	<p>Q52. What is the purpose of setting goals in time management?</p> <p>a) To have an excuse for procrastination b) To make tasks more challenging and time-consuming c) To provide a sense of direction and focus d) Setting goals is not relevant to effective time management</p>
<p>Q53. How can prioritization help in time management?</p> <p>a) Prioritization leads to a random selection of tasks b) Prioritization helps individuals avoid difficult tasks c) Prioritization ensures important tasks are completed first d) Prioritization is not relevant to effective time management</p>	<p>Q54. What is the purpose of preparing before interview?</p> <p>a) To memorize scripted answers b) To create a connection with the interviewer c) To gather information about the company & position d) Preparing before an interview is unnecessary</p>
<p>Q55. What should a candidate bring to an interview?</p> <p>a) A list of personal grievances b) A detailed critique of the company's policies c) A negative attitude d) A portfolio showing relevant work and achievements</p>	<p>Q56. What is time management?</p> <p>a) Controlling time and stopping it from passing b) Ignoring deadlines and due dates c) Avoiding time-consuming tasks altogether d) The process of organizing and planning how to divide time between specific activities</p>
<p>Q57. What is the impact of effective time management on stress levels?</p> <p>a) Effective time management leads to increased stress b) Effective time management helps reduce stress levels c) Time management has no impact on stress levels d) Stress levels are solely determined by external factors and cannot be influenced by time management</p>	<p>Q58. Why is time management important?</p> <p>a) Time management is irrelevant to success b) Effective time management leads to increased productivity and efficiency c) Time management is solely focused on completing tasks quickly, regardless of quality d) Time management creates unnecessary pressure</p>
<p>Q59. What is the purpose of time blocking in time management?</p> <p>a) To waste time on non-productive activities b) To allocate specific time slots for different tasks and activities c) To randomly divide time without any planning d) Time blocking is not a useful technique in time management</p>	<p>Q60. What are some examples of situations of chronic stress in everyday life?</p> <p>a) Giving a presentation, taking an exam, or having an argument. b) Losing a job, getting divorced, or being diagnosed with a serious illness. c) Experiencing trauma, violence, or abuse. d) All of the above.</p>
<p>Q61. What is the main purpose of an interview?</p> <p>a) To exchange information, opinions, and ideas on a specific topic or issue. b) To influence, persuade, and motivate each other to achieve a common goal or outcome. c) To assess the suitability, compatibility, and potential of each other for a specific role or position. d) To share, express, and understand thoughts, feelings, and experiences on a personal or professional matter.</p>	<p>Q62. What is the role of self-reflection in personality development?</p> <p>a) Ignoring personal strengths and weaknesses b) Avoiding self-awareness and introspection c) Self-reflection has no impact on personal growth d) Understanding one's values, beliefs, and behaviours</p>
<p>Q63. What are the advantages of unstructured interviews for both the interviewer and the interviewee?</p> <p>a) They are consistent, objective, and easy to compare. b) They are flexible, personal, and comprehensive. c) They are interactive, engaging, and dynamic. d) They are informative, insightful, and meaningful.</p>	<p>Q64. What are the advantages of structured interviews for both the interviewer and the interviewee?</p> <p>a) They are consistent, objective, and easy to compare. b) They are flexible, personal, and comprehensive. c) They are interactive, engaging, and dynamic. d) They are informative, insightful, and meaningful.</p>

<p>Q65. What is the purpose of active listening during an interview?</p> <ul style="list-style-type: none"> a) To tune out the interviewer's questions b) To interrupt and dominate the conversation c) To provide irrelevant information d) To fully understand and respond appropriately to the interviewer 	<p>Q66. What is an important step to take before giving a presentation?</p> <ul style="list-style-type: none"> a) Memorizing the entire speech b) Ignoring the audience's needs and preferences c) Analyzing the audience and tailoring the content accordingly d) Rushing through the presentation without preparation
<p>Q67. What are the disadvantages of unstructured interviews for both the interviewer and the interviewee?</p> <ul style="list-style-type: none"> a) They are rigid, impersonal, and limited. b) They are inconsistent, subjective, and hard to compare. c) They are unpredictable, stressful, and chaotic. d) They are time-consuming, complex, and difficult. 	<p>Q68. What are the disadvantages of structured interviews for both the interviewer and the interviewee?</p> <ul style="list-style-type: none"> a) They are rigid, impersonal, and limited. b) They are inconsistent, subjective, and hard to compare. c) They are unpredictable, stressful, and chaotic. d) They are time-consuming, complex, and difficult.
<p>Q69. What is personality development?</p> <ul style="list-style-type: none"> a) A fixed trait that cannot be changed or developed b) A process of enhancing personal qualities and traits c) Ignoring personal growth and self-improvement d) Only relevant to certain individuals, not everyone 	<p>Q70. What are the stages of personality development?</p> <ul style="list-style-type: none"> a) Childhood, adulthood, and old age b) Isolation, confusion, and depression c) Exploration, experimentation, and self-discovery d) Personality development does not involve stages