

Reg. No.: .....



Name: .....

University of Kerala

U8732

Second Semester FYUGP Degree Examination, April 2025

Discipline Specific Core Course

**COMMUNICATIVE ENGLISH**

**UK2DSCECE101 - Soft Skills**

Academic Level: 100-199

**Time: 2 Hours(120 Mins)**

**Max. Marks: 56**

**Part A.6 Marks:Time 5 Minutes.(Cognitive Level :Remember(RE)/Understand(UN)) Objective Type.1 mark each, Answer all questions**

| Qn No. | Question                                                                             | CL | CO |
|--------|--------------------------------------------------------------------------------------|----|----|
| 1      | List some words used in "para language".                                             | RE | 1  |
| 2      | Define the term attitude.                                                            | RE | 1  |
| 3      | Explain why adaptability considered an essential soft skill in the modern workplace? | UN | 4  |
| 4      | Explain how problem-solving skills benefit employees in their professional roles.    | UN | 2  |
| 5      | Discuss how organizational skills enhance productivity in a team setting.            | UN | 1  |
| 6      | Discuss the features of soft skills                                                  | UN | 1  |

**Part B.10 Marks.Time:20 Minutes (Cognitive Level:Understand(UN)/Apply(AP))Two-three sentences.2 marks each.Answer all questions**

| Qn No. | Question                                                                                                                                        | CL | CO |
|--------|-------------------------------------------------------------------------------------------------------------------------------------------------|----|----|
| 7      | <b>Identify two job-oriented skills</b>                                                                                                         | UN | 2  |
| 8      | <b>Differentiate between Soft Skills and Hard Skills</b>                                                                                        | UN | 2  |
| 9      | A new employee is struggling to communicate effectively with team members. What soft skills should they develop to improve their communication? | AP | 4  |
| 10     | Apply the different kinds of body languages to improve communication skills.                                                                    | AP | 1  |
| 11     | <b>Explore the possibilities of developing good communication skills</b>                                                                        | AP | 4  |

**Part C.16 Marks.Time:35 Minutes.(Cognitive Level :Apply(AP)/Analyse(AN))Short Answer.4 marks each, Answer all 4 questions,choosing among options \* within each question**

| Qn No. | Question                                                                                                                                                                                                                     | CL | CO   |
|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|------|
| 12     | A) Demonstrate how would you make decisions where you have inadequate information? OR<br>B) Present suitable solution for a man who is overstressed in his life?                                                             | AP | 3, 5 |
| 13     | A) Illustrate the impact of body language in a professional interaction. OR<br>B) How would you react when facing unexpected change in a job role?                                                                           | AP | 3, 3 |
| 14     | A) Examine the role of eye contact in building trust and credibility. OR<br>B) To what extent can soft skills be developed through structured training, and what evidence supports their teachability in corporate settings? | AN | 3, 3 |
| 15     | A) Your colleague struggles with public speaking. Propose ways to help them improve. OR<br>B) Explain the importance of soft skills in professional success. Give at least three reasons.                                    | AN | 4, 5 |

**Part D.24 Marks.Time: 60 Minutes.(Cognitive Level :Analyse(AN)/Evaluate(EV)/Create(CR)) Long Answer 6 Marks each.Answer all 4 questions choosing among options \* within each question**

| Qn No. | Question                                                                                                                                                                                                                                                                 | CL | CO   |
|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|------|
| 16     | A) Examine how globalization has intensified the need for cross-cultural soft skills. OR<br>B) <b>Non-Verbal Communication is used to duplicate Verbal Communication. Analyse the statement.</b>                                                                         | AN | 3, 2 |
| 17     | A) Evaluate the importance of time management in goal setting OR<br>B) Do you believe soft skills are more important than hard skills in a job application? Why or why not?                                                                                              | EV | 4, 4 |
| 18     | A) Evaluate the impact of developing positive thinking on career success? OR<br>B) Debate whether emotional intelligence is a stronger predictor of leadership success than IQ.                                                                                          | EV | 2, 4 |
| 19     | A) Imagine you are a team leader facing a conflict among your team members. How would you use emotional intelligence to resolve the issue? OR<br>B) Imagine you are a team leader. Design a training program to improve communication and teamwork among your employees. | CR | 5, 4 |