

**M. E.S.'s VASANT JOSHI COLLEGE OF ARTS & COMMERCE  
ZUARINAGAR-GOA  
B. A. (NEP) I SEMESTER END ASSESSMENT (Regular/Repeat),  
OCTOBER/NOVEMBER, 2024  
ENGLISH (SEC)  
ENG 141 - SOFT SKILLS**

**Duration: 01 Hour**

**Total Marks: 20**

**INSTRUCTIONS:** 1] All the questions in Q1 and Q2 are compulsory.  
2] Question A is compulsory in Qs 3, 4 and 5, however there is a choice between Questions B and C.

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**Q.1) Answer the following in about 15 - 20 words:**

**(4x1 = 4)**

1. What is active listening?
2. What are interpersonal skills?
3. What does empathy mean in communication?
4. What are soft skills?

**Q.2) Answer the following in 40-50 words:**

Q2 A. What are the characteristics of a good leader?

**(2)**

Q2 B. Name two personal qualities that are important in a professional setting.

**(2)**

**Q.3) Answer the following in 40-50 words:**

Q3 A. Explain how effective communication can prevent misunderstandings in a team.

**(2)**

Q3 B. Why is it important to show cultural sensitivity in a diverse group?

**(2)**

**OR**

Q3 C. Describe how adaptability can help individuals succeed in new situations.

**(2)**

**Q.4) Answer the following in 40-50 words:**

Q4 A. Discuss the role of emotional intelligence in building strong relationships.

**(2)**

Q4 B. How does practicing business etiquette contribute to a positive workplace environment?

**(2)**

**OR**

Q4 C. What are the benefits of having strong problem-solving skills in daily life?

**(2)**

**Q.5) Answer the following in 40-50 words:**

Q5 A. You are part of a school club where members often disagree on decisions. How would you use your negotiation skills to help reach a consensus and ensure everyone's voice is heard?

**(2)**

Q5 B. A new student is feeling lonely and having difficulty making friends. How would you apply your interpersonal skills to help them feel included and comfortable?

**(2)**

**OR**

Q5 C. You see a classmate being rude to someone during a group activity. How would you use social graces to address this situation and promote kindness?

**(2)**

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