

**TILAK MAHARASHTRA VIDYAPEETH, PUNE**  
**MASTER OF BUSINESS ADMINISTRATION (M.B.A.)**  
**EXAMINATION : DECEMBER/JANUARY 2022-2023**  
**SEMESTER - II**

**Sub: Soft Skills (MBA207)**

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**Date: 03/01/20323                      Total marks: 60                      Time: 2.00 pm To 4.30 pm**

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**SECTION - I**

**Q. 1. Fill in the blanks. (5)**

1. \_\_\_\_\_ is your inner voice.  
a) Self-esteem    b) Self – talk  
c) Attitude    d) Adaptability
  
2. Good time management implies that we divide our time wisely between things that are \_\_\_\_\_ as well as those that are \_\_\_\_\_.  
a) cheap, durable    b) attractive, impressive  
c) important, urgent    d) reliable, trustworthy
  
3. \_\_\_\_\_ are defined as the abilities which arise from the knowledge, practice and aptitude.  
a) Communication skills    b) Soft skills  
c) Hard skills    d) None of these
  
4. \_\_\_\_\_ is a type of discussion that involves people sharing ideas or activities.  
a) Interview    b) Presentation  
c) Debate    d) Group Discussion
  
5. \_\_\_\_\_ are the abilities one needs in order to deliver compelling, engaging, informative, transformative, educational or instructive information.  
a) Interview    b) Presentation skills  
c) Debate    d) Group Discussion

**Q. 2. Answer the following. (Any Two) (20)**

1. State the strategies for effective time management.
2. What should one keep in mind while preparing the presentation slides?
3. How can one build a positive attitude? Write the steps too build adaptability in one's behavior.
4. Explain the time management matrix.

**Q. 3. Write notes on. (Any Two) (10)**

1. Stress
2. Positive self-talk
3. Soft Skills v/s Hard Skills

**SECTION – II**

**Q. 4. Case Study**

**(15)**

Philip is finding that there are less and less hours in the day, the workload is the same but he feels more rushed than ever. He finds himself eating his lunch at his workstation, and feels demotivated during the last two hours of his shift. He works in a busy office environment with lots of noise and distractions, this he feels has some detrimental impact on his workload, one of his colleagues asks him for help on a regular basis and this is also eating up his time, but he doesn't want to come across as ignorant so is always ready to help. He worries that his inability to complete all his goals will start impacting on the business and his next review, this has caused his stress levels to increase and he starting to struggle to sleep at night.

Q.1 Recognize the problem in Philip's case and describe it in detail.

Q.2 State the time wasters in the case and list down some of the time wasters that might arise in a similar situation.

Q.3 What should Philip do to manage his time efficiently and be more productive at his workplace without feeling demotivated?

**Q. 5. Answer the following:**

**(10)**

- a) State and elaborate the Do's and Don'ts of a Group Discussion.

**OR**

- b) Explain the 6 stress busters and describe ways to reduce stress for your staff.

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