

TILAK MAHARASTRA VIDYAPEETH, PUNE
BACHELOR OF COMMERCE (B.COM)
EXAMINATION –DECEMBER 2022
THIRD/FIFTH SEMESTER
Subject: Soft Skills (BCOM19-301 / BCS-501)

Date: 05/12/2022

Total marks: 60

Time: 10.00am to 12.30 pm

- Instructions:** 1) Attempt all Questions
2) Figures to the right indicate full marks

Q. 1) Answer the multiple Choice questions. (any 10) (10)

1. In _____ style the speaker's eyes never leave you and practically bore through you.
a) Balanced
b) Darting glare
c) Fixed glare
d) No-eye-contact
2. Building great relationships requires that you _____ other people.
a) Lead
b) Pace
c) Compare
d) Control
3. When the task is not your strength and someone has more skill the task should be _____.
a) Delegated
b) Ignored
c) Completed
d) Managed
4. Foreign speech and accent is a _____ barrier.
a) physical
b) language
c) psychological
d) social
5. _____ Groups are literally run by meetings.
a) Internet
b) Family
c) Community
d) Friends
6. Flight or fight response means our sympathetic nervous system kicks in and makes our _____ rate increase and gives us a burst of energy hormone.
a) brain
b) heart
c) nerve
d) foot
7. Speaking in a flat, _____ tone makes the listener lose interest in what you have to say.
a) varying
b) monotonous
c) low
d) high
8. Our increasing _____ cause our minds a lot of stress.
a) age
b) weight
c) energy
d) busy lives
9. Pacing to lead helps in _____ great relationships.
a) bonding
b) binding
c) building
d) none of these
10. Blindness is a human _____.
a) ability
b) resource
c) disability
d) none of these
11. People with aggressive behavior thrive on _____.
a) confrontation
b) avoidance
c) ignorance
d) all of these
12. _____ meetings are called when information is complex and controversial
a) Information-exchange
b) Information-giving
c) Problem Solving
d) Unofficial

13. _____ your tasks as per their importance and urgency.
- a) prioritize
 - b) eliminate
 - c) forget
 - d) underestimate

Q. 2) Write Short Note (any three) (15)

1. Building a rapport with people
2. Different styles of eye-contact
3. Delegation of work
4. Importance of Time Management
5. Time wasters

Q. 3) Answer the following question in 150 words. (any 2) (20)

1. What should one do to manage time effectively?
2. Explain the different roles in a meeting.
3. Describe the basic commercial laws in detail.
4. Describe the different types of meetings.

Q. 4) Answer the following question in 300 words. (any one) (15)

1. State the meaning of stress. Describe the steps to reduce stress for yourself and your staff.
2. Elaborate the Assertive, Passive, Aggressive and Passive-Aggressive behaviour.
3. State and explain the barriers to effective communication.
