

**Term End Examination – December, 2017**  
**CERTIFICATE IN SOFT SKILLS AND IT SKILLS**  
**SOFT SKILLS 3 & Practical**

**Full Mark : 100**  
**Time : 3hrs**

**GROUP A**

**Answer the questions in about 100 words. Answer any 4 questions.**

**(4x5 marks)**

1. Define Emotional Intelligence. Why is it important?
2. What is social skill? Give examples.
3. What is empathy? What are different types of empathy?
4. What is creative thinking? How is it different from critical thinking?
5. What is teamwork? Why is it important?
6. Is business ethics a part of life skills? Justify.

**GROUP B**

**Answer the questions in about 250 words. Answer any 2 questions.**

**(2x10 marks)**

7. What is lateral thinking? Discuss Six Thinking Hats.
8. What are the steps involved in Problem Solving?
9. Differentiate between a Transactional and a Transformational leader.
10. How can you develop Emotional Intelligence?

**GROUP C**

**Answer the questions in about 500 words. Answer any 3 questions.**

**(3x20 marks)**

11. Discuss Belbin's Team Roles with suitable examples.
12. Elucidate various types of leadership styles.
13. "Motivation is key to achieving success". Explain this statement with reference to motivational skills.
14. "Decision Making involves critical thinking process." Do you agree? Justify your answer.
15. Write short notes on (any 2):
  - a) Self Awareness
  - b) Empathy
  - c) Interpersonal Relationship
  - d) SCAMPER