Seat No:		llment No:
	PARUL UNIVERSITY FACULTY OF SOCIAL WORK	
	MSW, Winter 2017-18 Examination	
Semester: 2 Subject Code: 10293151 Subject Name: Soft Skills - II	2021 20 2020	Date: 11-01-2018 Time: 10.30am to 01.00pm Total Marks: 60
 Instructions: All questions are compulsory. Figures to the right indicate full m Make suitable assumptions where Start new question on new page. 		
Q.1 Do as directed.		
A) Objective Type Questions	(Any 12 out of 14)	(06)
1. If your style is assertive, yo opinions of others.	ou may come across as a bully who disregar	rds the needs, feelings and
a) True	b) False	
2. Dyadic communication invo	olves two people.	
a) True	b) False	
3. Being assertive is a core con	mmunication skill.	
a) True	b) False	
4. Self-control and etiquettes a	are not required for inter-personal commun	ication.
a) True	b) False	
5. Critical Thinking is irration	al and close-minded.	
a) True	b) False	
6. Intrapersonal Communicati	on requires media to be used.	
a) True	b) False	
7. It is possible to work effect	ively with any team member even if he is u	inknown to you.
a) True	b) False	
8. Team members need not tru	ust each other for a better output.	
a) True	b) False	
9. Being busy is the same as b	being effective.	
a) True	b) False	
·	nt leads to increased opportunities for adva	ncement.
a) True	b) False	
11. Intrapersonal communicat	tion is a self-talk conversation, while interp	ersonal is the one between
many people.	^	
a) True	b) False	
12. Assertiveness is not based of	on mutual respect.	
a) True	b) False	
13. In the storming stage the in	nitial feelings of excitement and the need to	be polite have likely worn
off.		

b) False

b) False

14. In the storming stage the team has just been introduced and everyone is overly polite and

pleasant.

a) True

	B) Answer the following questions in brief (Any 3 out of 4)		(09)
	1. Explain the term 'Constructive Feedback'.		
	2. Explain the term 'Destructive Feedback.		
	3. Explain the four types of listening with exampl	les.	
	4. Explain team-building and its pros and cons.		
Q.2	Do as directed.		
	A) Objective Type Questions (Any 12 out of 14)	(06)
	1. The first stage of team development is	,	()
	a) forming	b) performing	
	c) brainstorming	d) norming	
	2. Skills such as communication, persuasion and		
	problems involving people.		
	a) initiatives	b) answers	
	c) solutions	d) none of these	
	3 feedback focuses on the common goa	,	
	a) constructive	b) destructive	
	c) both	d) None of these	
	4 feedback invades your personal space	•	
	a) constructive	b) destructive	
	c) both	d) None of these	
	5. This phase is sometimes known as mourning.	a) Notice of these	
	a) storming	b) performing	
	c) adjourning	d) norming	
	6. There are quadrants in the time-manager		
	a) one b) two	c) three d) four	
	7. In Quadrant 1 of the time management matrix,		
	immediately.	we have items that need to be dealt with	
	a) important, not urgent	b) not important, not urgent	
	c) important, urgent	d) important, not urgent	
	8. Good time management enables you to work _	– not	
	a) harder, smarter	b) smarter, harder	
	c) either A or B	d) None of these	
	9. Greater productivity and efficiency is a resul	t of time management.	
	a) good	b) poor	
	c) effective	d) both A and C	
	10 undercuts trust and mutual respect.	,	
	a) passion	b) assertion	
	c) aggression	d) passive behavior	
	11. Being gives you the best chance of such	* •	
	a) aggressive	b) assertive	
	c) passive	d) None of these	
	12. It is okay to express negative thoughts and f	ŕ	
	a) yes	b) no	
	c) both A and B	d) None of these	
	13. Family Emergencies is a part of the quad	-	
	a) important, not urgent	b) important, urgent	
	c) not important, urgent	d) not important, not urgent	
	_	motivated and familiar enough with the project and	
	their team that they can operate without supervisi		
	a) performing	b) norming	
	c) forming	d) storming	

B) Answer the following questions in brief (Any 3 out of 4)

- 1. Define Interpersonal and Intrapersonal Skills.
- 2. What is meant by 'Personal Grooming'?
- 3. State the differences between the two types of feedback.
- 4. State the difference between listening and hearing.

Q.3 A) Match the following: (Any 6 out of 7)

(06)

(09)

1. Spending your day in a frenzy of activity often achieves less	a. are called intrapersonal skills.
2. Team Building activities consist of various tasks undertaken to	b. so you get more done in less time.
3. Emotions, feelings, perceptions and attitude within a person	c. because you're dividing your attention between so many different tasks
4. Good time management lets you work smarter, not harder	d. are common forms of public communication.
5. Sharing knowledge, entertainment and speeches	e. groom, motivate and make members perform their best.
6. Passive behavior can lead to	f. seek the truth
7.Real critical thinking exercises	g. Stress and resentment

B) Answer the following questions in brief (Any 3 out of 4)

(09)

- 1. What is the meaning of being assertive?
- 2. Explain the advantages of Time Management.
- 3. Discuss appropriate grooming habits for men and women.
- 4. State the differences between Interpersonal and Intrapersonal Skills.

Q.4 A) Match the following: (Any 3 out of 4)

(06)

1. Analytical thinking mainly aims to	a. put data/information into a new or different context (in order to generate alternative answers or solutions)
2. Lateral thinking aims to	b. make an overall or holistic judgment about the data/information which is free from false premises or bias as much as possible.
3. Critical thinking aims to	c. review the data/information we are presented with (for relevance, patterns, trends etc.)
4. Good time management lets you work smarter , not harder	d. are common forms of public communication.

B) Answer the following questions in brief (Any 3 out of 4)

(09)

- 1. Differentiate between assertive, passive and aggressive behavior by giving an example of each.
- 2. Explain characteristics of critical thinking.
- 3. What do you understand by the term 'Time Management'?
- 4. Discuss the terms "Team-Building" and "Team-Work".