

PARUL UNIVERSITY
FACULTY OF SOCIAL WORK
MSW/HRM, Summer 2017-18 Examination

Semester: 2
Subject Code: 10293151
Subject Name: Soft Skills - II

Date: 29/05/2018
Time: 10:30am to 1:00pm
Total Marks: 60

Instructions:

1. All questions are compulsory.
2. Figures to the right indicate full marks.
3. Make suitable assumptions wherever necessary.
4. Start new question on new page.

Q.1 Do as directed.

A) State whether the following statements are true or false. (Any 12 out of 14) **(06)**

1. Critical Thinking is rational and open-minded.
a) True b) False
2. Dyadic communication involves a group of people.
a) True b) False
3. Being busy is the same as being effective
a) True b) False
4. Assertiveness can help you control stress and anger and improve coping skills.
a) True b) False
5. Team building strengthens the bond among the employees and they feel motivated to work and achieve the targets
a) True b) False
6. It feels easy to be part of the team at the performing stage
a) True b) False
7. Intrapersonal communication is invisible.
a) True b) False
8. A leader must always criticize any team member or demotivate him if he has failed to perform.
a) True b) False
9. The team members must be compatible with each other.
a) True b) False
10. Passive behavior is an effective and diplomatic communication style.
a) True b) False
11. Accepting compliments graciously is the sign of a weak person.
a) True b) False
12. Intuition is using the facts and figures in front of you to make decisions.
a) True b) False
13. Good thinking is more precise than vague.
a) True b) False
14. Positive feedback uses harmful, disapproving language.
a) True b) False

B) Answer the following questions in brief (Any 3 out of 4) **(09)**

1. Define Interpersonal and Intrapersonal Skills. Also state the differences between the two.
2. What do you understand by the term 'Time Management'? Explain its advantages.
3. What is the importance of working in a team? Explain team-building and its pros and cons.
4. What are the qualities of a good critical thinker?

Q.2 Do as directed.

A) Objective Type Questions (Any 12 out of 14)

(06)

Match the following:

A	B
1. If your style is passive	a. an individual expresses his thoughts on paper
2. Assertiveness is based on	b. deviates from the common goal.
3. If your style is aggressive	c. mutual respect, it's an effective and diplomatic communication style.
4. Intrapersonal communication is	d. intrapersonal skills.
5. Emotions, feelings, perceptions and attitude within a person are called	e. you may seem to be shy or overly easygoing
6. Solo vocal communication	f. you may come across as a bully who disregards the needs, feelings and opinions of others.
7. In Solo written communication	g. is performed in order to clarify things or to be relieved of certain thoughts.
8. Destructive feedback	h. a self-talk conversation

9. What is the need for team building?
- a) overall development of the team members b) strengthens the bond among the employees
- c) improving the team's performance. d) All of these
10. The internal conflict that can be created by passive behavior can lead to
- a) stress busting b) peace of mind
- c) accountability d) None of these
11. Decisions can be made through either a/an _____ or _____ process
- a) reasoned, organic b) intuitive, reasoned
- c) intuitive, rational d) rational, organic
12. Mindless web browsing and Too much television/channel surfing are a part of the _____ quadrant of the Time Management Matrix.
- a) first b) second
- c) third d) fourth
13. Bias, narrow-mindedness, wishful thinking and fear of change are some examples of _____.
- a) Critical Thinking standards b) Barriers to Critical Thinking
- c) Characteristics of a Critical Thinker d) Creative Thinking
14. _____ is a purposeful, organized, cognitive process that we use to make sense of the world.
- a) reasoning b) critical thinking
- c) decision-making d) thinking

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

(09)

1. What is the meaning of being assertive? Differentiate between assertive, passive and aggressive behavior by giving an example of each.
2. Explain the terms 'Constructive Feedback' and 'Destructive Feedback'. Also state the differences between the two.

3. Case Study: Crime and Punishment

A man was ordered to face a murder trial for the killing of his wife, who was suffering from Lou Gehrig's disease as well as severe heart disease. As a result of this disease, she could not talk or walk and had to be fed through a tube in her abdomen. One day, his wife managed to scrawl a note in which she asked her husband of forty-eight years to kill her. The husband was described as a loving spouse who was devoted to caring for his wife. The man gave his wife an injection of ground-up sleeping pills. The wife became unconscious after the sleeping pills were administered, but she did not die. The distraught husband carried his wife to the car where he

attached a vacuum-cleaner hose to the exhaust pipe and ran it into the car. He got into the car, along with the family pets, intending to kill his wife, himself, and the pets. After twelve hours, the man woke up to find his wife and one of the family pets dead. The level of carbon monoxide in the wife's blood was not high enough to kill a healthy person but enough to kill his frail wife.

The man was ordered to stand trial for killing his wife. His lawyer argued that it was a crime of "passion and compassion." The prosecution said that what the man did was illegal and that he should be sent to jail. Assisted suicide is a source of debate across the country. In Oregon, there is a "death with dignity" law. This law allows a doctor to prescribe a lethal dose of barbiturates to patients who have less than six months to live. Since the law took effect in 1997, 292 people have asked their doctors to prescribe drugs to end their lives.

- a) Was the man described above guilty of murder? Should he go to jail? What were the man's values? Should laws be changed to allow assisted suicide?
4. Discuss the IDEAL model of problem-solving.

Q.3 A) Fill in the blanks with the correct answer from the options given below. (Any 6 out of 7) (06)

1. Solving problems involves both _____ and _____ skills.
 - a) lateral, critical
 - b) analytical, creative
 - c) analytical, lateral
 - d) creative, lateral
2. _____ is the stage where most teams fail.
 - a) performing
 - b) norming
 - c) adjourning
 - d) storming
3. _____ feedback always feels motivating.
 - a) Destructive
 - b) Constructive
4. _____ is an important part of personal grooming.
 - a) bathing
 - b) dressing
 - c) applying make-up
 - d) All of these
5. In quadrant ____, we have important, but not urgent items.
 - a) one
 - b) two
 - c) three
 - d) four
6. In the stage, _____ members are confident, motivated and familiar enough with the project and their team
 - a) storming
 - b) adjourning
 - c) norming
 - d) performing
7. Being _____ is a core communication skill.
 - a) passive
 - b) aggressive
 - c) both A and B
 - d) assertive

B) Answer the following questions in brief (Any 3 out of 4) (09)

1. Explain the stages of problem –solving.
2. What are the barriers to Critical Thinking?
3. Define Continuous Professional Development. State its importance.
4. Define decision making. What are the barriers to effective decision making?

Q.4 A) Objective Type Questions (Any 3 out of 4) (06)

Match the following:

A	B
1. Analytical thinking	a. aims to put data/information into a new or different context (in order to generate alternative answers or solutions)
2. Lateral thinking	b. will be necessary to come up with ideas for resolving the problem and find fresh approaches

3. Critical thinking	c. mainly aims to review the data/information we are presented with (for relevance, patterns, trends etc.)
4. In certain situations, using creativity	d. aims to make an overall or holistic judgment about the data/information which is free from false premises or bias as much as possible.

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

(09)

1. Draw and explain the Time Management Matrix.
2. Explain the five stages of Team Development.
3. **Case Study: A Moral Dilemma**
 Mr. Allen's son was seriously injured, but he had no car to take him to the hospital. The approaches a stranger and asks to borrow the car, but the stranger refused saying that he had to go to an important appointment. Mr. Allen steals the car by force to take this son to the hospital. Was it right for Mr. Allen to steal the car?
 - a) Assume you are Mr. Allen. Explain why it was right for you to steal the car.
 - b) Assume you are the stranger. Explain why it was right to refuse to lend your car.
4. What is meant by 'Personal Grooming'? Discuss appropriate grooming habits for men and women.