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Total Pages: \_\_

Paper ID: EB002

Course Code: CEBC II

Examination (July - 2023)
Certificate Programme in Effective Business and Social Communication

Soft Skills

Time Allowed: 2 Hours

Max. Marks: 70

Instructions for the Students

- 1. The question paper shall consist of 70 Multiple Choice questions.
2. All questions are compulsory. Each question carries 1 mark.
3. There will be no negative marking.

Table with 2 columns and 11 rows of multiple-choice questions. Questions cover topics like goal-setting, self-management, soft skills, spiritual intelligence, and leadership.

<p>Q13. What is the concept of leadership?</p> <p>a) A person in a position of authority  b) A person with excellent technical skills  c) An individual who guides and influences others  d) A person who solely takes charge of decision-making</p>	<p>Q14. What are leadership skills?</p> <p>a) Inborn qualities that cannot be developed  b) Only applicable in formal organizational settings  c) A set of abilities to inspire and motivate others  d) Limited to directing and commanding others</p>
<p>Q15. Which of the following is a characteristic of an effective leader?</p> <p>a) Lack of empathy towards team members  b) Rigid adherence to one's own ideas without considering others  c) Ability to delegate tasks and empower team members  d) Dictatorial decision-making style</p>	<p>Q16. What is the role of a leader in conflict resolution?</p> <p>a) Ignoring conflict and hoping it will resolve itself  b) Taking sides to maintain harmony within the team  c) Facilitating communication and finding mutually beneficial solutions  d) Imposing decisions without considering others' perspectives</p>
<p>Q17. What is the concept of teams?</p> <p>a) A group of individuals working independently  b) A collection of people with different skills and backgrounds  c) A hierarchical structure with leader and subordinates  d) A competitive environment where individuals work against each other</p>	<p>Q18. Which of the following is a key trait of an effective team?</p> <p>a) Lack of trust and transparency among team members  b) Limited diversity in skills, perspectives, backgrounds  c) Strong communication and cooperation among team members  d) A hierarchical structure with a dominant leader</p>
<p>Q19. What is the difference between a manager and a leader?</p> <p>a) Managers focus on people, leaders focus on tasks  b) Managers have formal authority, while leaders have personal influence  c) Managers prioritize efficiency, while leaders prioritize effectiveness  d) Managers are only found in business settings, while leaders are found in all areas of life</p>	<p>Q20. What is the meaning of decision-making?</p> <p>a) The act of randomly selecting an option without any thought  b) The process of evaluating alternatives and choosing the best course of action  c) The act of avoiding making choices to escape responsibility  d) The process of relying on intuition and gut feelings</p>
<p>Q21. What is group decision-making?</p> <p>a) Making decisions without considering other opinions  b) A decision-making process involving the input and participation of multiple individuals  c) Assigning decision-making authority to a single person within a group  d) Group members deciding individually and independently without collaboration</p>	<p>Q22. What is ethical decision-making?</p> <p>a) Making decisions based solely on personal gain and self-interest  b) Following legal guidelines and regulations when making decisions  c) Considering ethical principles and values when making decisions  d) Ignoring the moral implications of decisions</p>
<p>Q23. Which decision-making approach involves seeking input and feedback from others?</p> <p>a) Autocratic decision-making  b) Intuitive decision-making  c) Collaborative decision-making  d) Impulsive decision-making</p>	<p>Q24. What is the primary goal of problem-solving?</p> <p>a) Identifying and creating problems  b) Avoiding problems at all costs  c) Finding optimal solutions to challenges and obstacles  d) Ignoring problems and hoping they will resolve on their own</p>
<p>Q25. What is the goal of forming habits of success?</p> <p>a) To maintain the status quo and resist change  b) To engage in repetitive and monotonous actions  c) To develop behaviours, routines that lead to success  d) To rely solely on motivation and willpower</p>	<p>Q26. How can you identify good habits?</p> <p>a) By their popularity among others  b) Based on personal preferences and opinions  c) By their positive impact on your life and well-being  d) By the level of difficulty in forming them</p>
<p>Q27. What are characteristics of well-formed habits?</p> <p>a) Difficulty in executing the behaviour  b) Lack of automaticity and unconsciousness  c) Resistance to change and adaptability  d) Repetition and ease of execution</p>	<p>Q28. How long does it typically take to form a habit?</p> <p>a) 1 week  b) 21 days  c) 30 days  d) It varies from person to person and habit to habit</p>

<p>Q29. What is the first step in breaking a bad habit?</p> <p>a) Ignoring the habit and pretending it doesn't exist  b) Identifying the cue/trigger associated with the habit  c) Immediately quitting the habit without any preparation  d) Seeking validation and approval from others</p>	<p>Q30. What is the role of consistency in habit formation?</p> <p>a) Consistency is not important in forming habits  b) Consistency helps reinforce and strengthen habits  c) Consistency leads to boredom and lack of motivation  d) Consistency is only necessary in forming good habits, not breaking bad habits</p>
<p>Q31. What is emotional intelligence?</p> <p>a) Ability to control and suppress emotions  b) Ability to understand and manage one's own emotions and the emotions of others  c) Ability to ignore and disregard emotions  d) Ability to manipulate other's emotions for personal gain</p>	<p>Q32. Why is emotional intelligence important?</p> <p>a) It allows individuals to hide their true emotions  b) It helps individuals build strong interpersonal relationships  c) It is irrelevant to personal and professional success  d) It enables individuals to avoid emotional experiences altogether</p>
<p>Q33. How is emotional intelligence measured?</p> <p>a) Through a standardized IQ test  b) By analyzing facial expressions  c) Through self-assessment questionnaires and assessments  d) By observing someone's physical appearance</p>	<p>Q34. Which of the following is a benefit of emotional intelligence in the workplace?</p> <p>a) Decreased productivity and team cohesion  b) Increased conflict and tension among team members  c) Enhanced communication and collaboration  d) Lack of motivation and engagement</p>
<p>Q35. What is the relationship between emotional intelligence and leadership?</p> <p>a) Emotional intelligence has no impact on leadership  b) Leaders with high emotional intelligence are more effective and influential  c) Emotional intelligence is irrelevant to leadership  d) Leadership skills are solely based on technical knowledge and expertise</p>	<p>Q36. Which of the following is an example of emotional intelligence in practice?</p> <p>a) Ignoring and dismissing others' emotions  b) Reacting impulsively without considering the consequences  c) Empathizing with others and offering support  d) Manipulating others' emotions for personal gain</p>
<p>Q37. How can individuals develop their emotional intelligence?</p> <p>a) By avoiding and suppressing emotions  b) By seeking professional help and therapy  c) Through self-reflection, practice, and feedback  d) By focusing solely on intellectual development and ignoring emotions</p>	<p>Q38. What is the role of empathy in emotional intelligence?</p> <p>a) Empathy is not relevant to emotional intelligence  b) Empathy helps individuals understand and connect with others' emotions  c) Empathy leads to emotional instability and confusion  d) Empathy is solely about sympathizing with others without understanding their emotions</p>
<p>Q39. What is stress management?</p> <p>a) Avoiding stressful situations altogether  b) The process of eliminating stress from one's life  c) Techniques and strategies for preventing and coping with stress  d) Ignoring and suppressing stress-related emotions</p>	<p>Q40. Which of the following is a strategy for preventing stress?</p> <p>a) Avoiding all challenging and demanding situations  b) Overworking and pushing oneself beyond limits  c) Setting realistic goals and priorities  d) Ignoring one's emotions and feelings</p>
<p>Q41. What is the role of relaxation techniques in stress management?</p> <p>a) They are unnecessary and ineffective in managing stress  b) They provide temporary relief and do not address the root causes of stress  c) They help reduce stress levels and promote overall relaxation and well-being  d) They lead to laziness and lack of motivation</p>	<p>Q42. Why is stress management important?</p> <p>a) Stress is unavoidable, and managing it helps maintain overall well-being  b) Stress is a sign of weakness and should be eliminated  c) Stress management is only relevant in professional settings  d) Stress does not have any negative impacts on physical and mental health</p>

<p>Q43. Which of the following is a relaxation technique commonly used in stress management?</p> <ul style="list-style-type: none"> <li>a) Procrastination and avoiding responsibilities</li> <li>b) Deep breathing exercises and meditation</li> <li>c) Overworking and multitasking</li> <li>d) Ignoring one's emotions and feelings</li> </ul>	<p>Q44. How can time management help in stress management?</p> <ul style="list-style-type: none"> <li>a) By procrastinating and leaving tasks until the last minute</li> <li>b) By taking on more responsibilities and overwhelming oneself</li> <li>c) By prioritizing tasks and efficiently allocating time</li> <li>d) Time management has no impact on stress levels</li> </ul>
<p>Q45. What is the impact of a healthy lifestyle on stress management?</p> <ul style="list-style-type: none"> <li>a) A healthy lifestyle has no impact on stress levels</li> <li>b) Unhealthy habits and behaviours contribute to increased stress</li> <li>c) A healthy lifestyle prevents stress from occurring altogether</li> <li>d) Stress levels are solely dependent on external factors and cannot be influenced by lifestyle choices</li> </ul>	<p>Q46. What is the role of physical activity in stress management?</p> <ul style="list-style-type: none"> <li>a) Physical activity increases stress levels and should be avoided</li> <li>b) Physical activity helps release endorphins and reduces stress</li> <li>c) Physical activity is irrelevant to stress management</li> <li>d) Physical activity leads to exhaustion and increased stress levels</li> </ul>
<p>Q47. Which of the following is a relaxation technique commonly used in stress management?</p> <ul style="list-style-type: none"> <li>a) Procrastination and avoiding responsibilities</li> <li>b) Deep breathing exercises and meditation</li> <li>c) Overworking and multitasking</li> <li>d) Ignoring one's emotions and feelings</li> </ul>	<p>Q48. What is the role of self-care in stress management?</p> <ul style="list-style-type: none"> <li>a) Self-care is unnecessary and self-indulgent</li> <li>b) Self-care helps individuals prioritize their well-being and reduce stress</li> <li>c) Self-care is focused on external appearance and aesthetics</li> <li>d) Self-care leads to increased stress and lack of productivity</li> </ul>
<p>Q49. What is the impact of healthy lifestyle on stress management?</p> <ul style="list-style-type: none"> <li>a) A healthy lifestyle has no impact on stress levels</li> <li>b) Unhealthy habits contribute to increased stress</li> <li>c) Healthy lifestyle prevents stress from occurring altogether</li> <li>d) Stress levels are solely dependent on external factors and cannot be influenced by lifestyle choices</li> </ul>	<p>Q50. Which of the following is a time management technique?</p> <ul style="list-style-type: none"> <li>a) Procrastinating and leaving tasks until the last minute</li> <li>b) Multitasking and trying to do several things simultaneously</li> <li>c) Prioritizing tasks and creating a schedule or to-do list</li> <li>d) Ignoring deadlines and due dates</li> </ul>
<p>Q51. What is time management?</p> <ul style="list-style-type: none"> <li>a) Controlling time and stopping it from passing</li> <li>b) The process of organizing and planning how to divide time between specific activities</li> <li>c) Avoiding time-consuming tasks altogether</li> <li>d) Ignoring deadlines and due dates</li> </ul>	<p>Q52. What is the purpose of setting goals in time management?</p> <ul style="list-style-type: none"> <li>a) To have an excuse for procrastination</li> <li>b) To make tasks more challenging and time-consuming</li> <li>c) To provide a sense of direction and focus</li> <li>d) Setting goals is not relevant to effective time management</li> </ul>
<p>Q53. How can prioritization help in time management?</p> <ul style="list-style-type: none"> <li>a) Prioritization leads to a random selection of tasks</li> <li>b) Prioritization helps individuals avoid difficult tasks</li> <li>c) Prioritization ensures important tasks are completed first</li> <li>d) Prioritization is not relevant to effective time management</li> </ul>	<p>Q54. Which of the following is a time management style?</p> <ul style="list-style-type: none"> <li>a) Procrastination style</li> <li>b) Perfectionist style</li> <li>c) Overloading style</li> <li>d) Ignorance style</li> </ul>

<p>Q55. What is the purpose of time blocking in time management?</p> <p>a) To waste time on non-productive activities  b) To allocate specific time slots for different tasks and activities  c) To randomly divide time without any planning or organization  d) Time blocking is not a useful technique in time management</p>	<p>Q56. What is the role of self-discipline in time management?</p> <p>a) Self-discipline is not necessary for effective time management  b) Self-discipline helps individuals stay focused and adhere to their schedules  c) Self-discipline leads to rigid and inflexible time management  d) Time management does not require any personal effort or discipline</p>
<p>Q57. What is the impact of effective time management on stress levels?</p> <p>a) Effective time management leads to increased stress  b) Effective time management helps reduce stress levels  c) Time management has no impact on stress levels  d) Stress levels are solely determined by external factors and cannot be influenced by time management</p>	<p>Q58. Why is time management important?</p> <p>a) Time management is irrelevant to success  b) Effective time management leads to increased productivity and efficiency  c) Time management is solely focused on completing tasks quickly, regardless of quality  d) Time management creates unnecessary pressure</p>
<p>Q59. What is the purpose of preparing before interview?</p> <p>a) To memorize scripted answers  b) To create a connection with the interviewer  c) To gather information about the company &amp; position  d) Preparing before an interview is unnecessary</p>	<p>Q60. What should a candidate bring to an interview?</p> <p>a) A list of personal grievances  b) A portfolio showing relevant work and achievements  c) A negative attitude  d) A detailed critique of the company's policies</p>
<p>Q61. During an interview, it is important to:</p> <p>a) Interrupt the interviewer to assert dominance  b) Avoid eye contact to appear more relaxed  c) Listen actively and respond thoughtfully  d) Use inappropriate language to stand out</p>	<p>Q62. What is the importance of body language in interview?</p> <p>a) It has no impact on the outcome of the interview  b) It can convey confidence, interest &amp; professionalism  c) It is irrelevant to effective communication  d) It can be used to intimidate the interviewer</p>
<p>Q63. What is the purpose of sending a thank-you note after an interview?</p> <p>a) To complain about the interview process  b) To demonstrate professionalism and gratitude  c) To ask for a higher salary  d) Sending a thank-you note is not necessary</p>	<p>Q64. What is the purpose of follow-up communication after an interview?</p> <p>a) To express disappointment and frustration  b) To request immediate feedback  c) To reiterate interest in position &amp; express gratitude  d) Follow-up communication is not necessary</p>
<p>Q65. What is the purpose of active listening during an interview?</p> <p>a) To tune out the interviewer's questions  b) To interrupt and dominate the conversation  c) To provide irrelevant information  d) To fully understand and respond appropriately to the interviewer</p>	<p>Q66. What is an important step to take before giving a presentation?</p> <p>a) Memorizing the entire speech  b) Ignoring the audience's needs and preferences  c) Analyzing the audience and tailoring the content accordingly  d) Rushing through the presentation without preparation</p>
<p>Q67. What should be included in the content of presentation?</p> <p>a) Irrelevant and unrelated information  b) Complex jargon and technical terms  c) Clear and concise main points  d) Personal opinions without supporting evidence</p>	<p>Q68. What is the role of self-reflection in personality development?</p> <p>a) Ignoring personal strengths and weaknesses  b) Avoiding self-awareness and introspection  c) Understanding one's values, beliefs, and behaviours  d) Self-reflection has no impact on personal growth</p>
<p>Q69. What is personality development?</p> <p>a) A fixed trait that cannot be changed or developed  b) A process of enhancing personal qualities and traits  c) Ignoring personal growth and self-improvement  d) Only relevant to certain individuals, not everyone</p>	<p>Q70. What are the stages of personality development?</p> <p>a) Childhood, adulthood, and old age  b) Isolation, confusion, and depression  c) Exploration, experimentation, and self-discovery  d) Personality development does not involve stages</p>

