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**First Year (BA/BCom)**  
**ENG11505: AEC-I-ENGLISH (SOFT SKILLS AND PERSONALITY DEVELOPMENT)**  
**(Semester I)**

**Program: BA/BCom**

**Program Specific: BA/BCom (English)**

**Course Type: AEC (Ability Enhancement Course)**

**Paper: I**

**Credits: 2**

**Time: 2 Hours**

**Max. Marks: 30**

**SET: A**

**Instructions to the candidate:**

- 1) All questions are compulsory.
- 2) Figures to the right indicate full marks.
- 3) Draw a well labelled diagram wherever necessary.

**SECTION: A**

**Q1) Answer the following questions in about 80-100 words each. (Any 4) [4 X 4= 16]**

1. Compare and contrast soft skills and hard skills.
2. What are the essential qualities of a good leader?
3. How are assertiveness and confidence interconnected? Give examples to validate your response.
4. Describe how an individual can develop and improve their soft skills.
5. Mention different types of audio-visual aids used in presentation.
6. What is the role of 'stress busters' in management of stress?

**SECTION: B**

**Q2) Answer the following questions in about 120-150 words each. (Any 2) [2 X 7= 14]**

1. What are the 7Cs of effective oral and written communication?
2. What do you understand by soft skills? How is soft skill development important for an individual's personal and professional growth?
3. Write a note on interpersonal skills. How can one develop interpersonal skills? Substantiate your answers with examples.
4. List out some guidelines of effective presentation.

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