



SS – 480

III Semester B.Com. Examination, November/December 2018  
(2013 – 2014 & Onwards) (Repeaters)  
COMMERCE

3.2 : Part – B : Soft Skills for Business

Time : 1½ Hours

Max. Marks : 50

**Instructions :** 1) Use *separate* answer booklet.  
2) Answer should be only in *English*.

SECTION – A

Answer **any ten** of the following. **Each** carries **two** marks.

(10×2=20)

1. a) What is emotional intelligence ?  
b) What do you mean by interpersonal relationship ?  
c) Mention the different periodicity of goal setting.  
d) Give the meaning of the term creativity.  
e) What is meant by Stress ?  
f) Give the meaning of brain storming.  
g) What is meant by attributes listing ?  
h) What are the different types of communication ?  
i) Name any four presentation aids.  
j) What is career counselling ?  
k) What is an interview ?  
l) State the objectives of group discussion.

SECTION – B

Answer **any two** of the following. **Each** question carries **15** marks.

(2×15=30)

2. What is a resume ? What are the points to be considered in preparing a good resume ?
3. What is meant by communication gap ? Discuss the ways in which communication gap would be overcome.
4. What is goal setting ? Briefly explain the various steps involved in the process of goal setting.