

Department of National Security Studies  
Central University of Jammu

END SEMISTER EXAMINATION  
IIND SEMESTER, MAY 2017

Course No: PGNSS2F001T- SOFT SKILLS DEVELOPMENT

Max Marks: 50

Time Duration: 02 hours

Note: This question paper has THREE SECTIONS:-

- a) Section A has Eight (08) Objective Type Questions (Multiple choice types) of one and half mark each. All questions in this section shall be compulsory. (Total 12 Marks)
- b) Section B has Six (06) Short Answer Questions of Six (06) marks each, out of which the examinee shall be required to attempt any Three (03). (Total 18 Marks)
- c) Section C has Three (03) Essay/Long Answers Questions of Ten (10) marks each, out of which the examinee shall be required to attempt any Two (02). (Total 20 Marks)

*Section A- Objective Type Questions (Answer all)*

8 x 1.5 =12 marks

1. What happens when concern for self and others is high?  
a. Collaborate                      b. Compromise                      c. Compete                      d. Denial
2. Which of the following is not associated with assertiveness?  
a. Over Confident                      b. Attentive                      c. Cooperative                      d. Respect
3. Which of the following is helpful when one is under stressed?  
a. Isolation                      b. Socialisation                      c. Aggressive                      d. Stay Silent
4. Which of the following is not an element of personality?  
a. Openness                      b. Aloneness                      c. Timidity                      d. Ambivert
5. Which of the following is not associated with determinants of personality?  
a. Heredity                      b. Property                      c. Social Background                      d. Culture
6. Which of the following element is not important in negotiation?  
a. Health                      b. Knowledge                      c. Attitudes                      d. Interpersonal Skills
7. Which of the following is not associated with Belbin's Team Roles?  
a. Shaper                      b. Specialist                      c. Coordinator                      d. None
8. Coaching leaders can be best sum up as which following statement?  
a. People come first                      b. Come with me                      c. Try It                      d. Do as I do



**Section B- Short-Answer Questions (Answer any three)**

**6 x 3 =18 marks**

1. What is interpersonal communication? Define the difference between assertiveness and aggressiveness.
2. Explain the three types of conflict. What are the five strategies of dealing with conflict?
3. Define few key traits of leaders. What are the six Daniel Goleman's Leadership Styles?
4. What are the common mistakes of leaders? Also write few best practices of leadership.
5. Define personality? Explain three types of personalities.
6. Explain at least five determinants of personality?

**Section C- Essay/Long-Answer (Answer any Two)**

**2 x 10 =20 marks**

1. Write an essay on negotiations, mediations and arbitrations.
2. What is change management? Explain in details the five elements of "Managing Changes".
3. Explain "memory" in brief. Also write a note on "positive attitude" and "stress management"?