



K20U 1693

Reg. No. : .....

Name : .....

**V Semester B.A./B.Sc./B.Com./B.B.A./B.B.A.T.T.M./B.B.A.R.T.M./B.B.M./  
B.T.T.M./B.C.A./B.S.W./B.A.Afsal UI Ulama/B.B.A.(AH) Degree  
(CBCSS – Reg./Sup./Imp.) Examination, November 2020  
(2014 Admn. Onwards)  
Open Course  
5D03PSY : SOFT SKILL DEVELOPMENT**

Time : 2 Hours

Max. Marks : 20

**SECTION – A**

I. Answer **all** the following questions in **a word**. **Each** question carries **1** mark.

- 1) \_\_\_\_\_ is a phenomenon whereby something new and somehow valuable is formed.
- 2) An idea of the self constructed from the beliefs one holds about oneself and the responses of others is \_\_\_\_\_.
- 3) \_\_\_\_\_ is the accepted standards of behavior for any given group.
- 4) A \_\_\_\_\_ is a consistent pattern of feeling and experience directly related to a corresponding consistent pattern of behavior. **(4×1=4)**

**SECTION – B**

II. Answer **any four** questions. **Each** question carries **2** marks.

- 5) Differentiate EQ and IQ.
- 6) Time management.
- 7) Misconceptions about soft skills.
- 8) Structure and contents of a resume.
- 9) Body language.
- 10) Assertiveness. **(4×2=8)**

**SECTION – C**

III. Answer **any one** question. **Each** question carries **8** marks.

- 11) What is Transactional analysis ? Explain ego states and transactions with examples.
  - 12) Prepare your resume to apply for a job. **(8×1=8)**
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