

B.C.A.- II (CBCS Pattern) Semester - III  
**UBCAT306 - Paper-VI : Soft Skills**

P. Pages : 1

Time : Three Hours



**GUG/S/23/11762**

Max. Marks : 40

- Notes :
1. All questions are compulsory and carry equal marks.
  2. Draw neat and labelled diagrams wherever necessary.
  3. Avoid vague answers and write answers relevant and specific to questions only.

**Either:**

1. a) Define Etiquette. Explain need for Etiquette. 4  
b) What is the right technique to do SWOC Analysis? 4

**OR**

- c) What are the conducive conditions for enthusiasm? 4  
d) What is a master plan? List the benefits of having a master plan. 4

**Either:**

2. a) Define Attitude. What are the types of attitudes? 4  
b) List the 9 steps to create an effective personal development plan. 4

**OR**

- c) What do you mean by Goal Setting? 4  
d) What are techniques suggested by TIENS to achieve Success? 4

**Either:**

3. a) Write the importance of values in the Workplace. 4  
b) Give reason "Why time management is important". 4

**OR**

- c) Write various Tips for an Effective To-Do List. 4  
d) List some of the important way of self-motivation. 4

**Either:**

4. a) List the characteristics of a good speaker. 4  
b) What do you mean by Conflict Resolution? 4

**OR**

- c) List the keys of successful teamwork. 4  
d) Explain the following types of leadership. 4  
i) Autocratic Style. ii) Participative Style

5. Attempt **all** the questions.
- a) What is Positive Etiquette? 2  
b) What do you mean by Interruptions into Opportunities. 2  
c) Why to choose a weekly planner? 2  
d) Explain the functions of team work. 2

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