

QP CODE 2135513101

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# DMI-ST. EUGENE UNIVERSITY

ZAMBIA

DEGREE EXAMINATION – JUNE 2023

Semester: III

551/552/252LA31/351SE31 SOFT SKILLS

Time: 3:00 Hours

Max. Marks: 100

Answer any FIVE Questions (5 x 20 = 100 Marks)

1. a) What are hard skills? (5 Marks)  
b) State any 2 signs of a good listener. (5 Marks)  
c) Give 2 examples of soft skills. (5 Marks)  
d) Define 'listening'. (5 Marks)
2. a) Define and explain the term meeting. (10 Marks)  
b) State and explain any 4 types of business reports. (5 Marks)  
c) State any 4 phrasal verbs. (5 Marks)
3. a) Define and explain the meaning of 'Team Building' as soft skills. (10 Marks)  
b) Discuss the use of an organizational chart in a company. (10 Marks)
4. a) Write detailed notes on 'decision making'. (10 Marks)  
b) Discuss in detail "Self-awareness". (10 Marks)
5. a) Explain the meaning of each of the 4 windows in the JOHARI Model. (10 Marks)  
b) Discuss 'interview etiquette'. (5 Marks)  
c) Explain the importance of 'work ethics' in a business place. (5 Marks)
6. a) Define and explain soft skills. (10 Marks)  
b) Discuss non-verbal communication. (10 Marks)
7. a) State and explain any 4 kinds of conflict that may arise in a work place. (10 Marks)  
b) Write brief notes on empathy. (5 Marks)  
c) What do the letters AOB on the agenda stand for? (5 Marks)