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DMI-ST. EUGENE UNIVERSITY

ZAMBIA

DEGREE EXAMINATION – DECEMBER 2024

Semester: IV

551/552 LA 41 SOFT SKILLS II

Time: 3:00 Hours

Max. Marks: 100

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

1. a) Define 'Technical skills'? (5 Marks)
b) State any 5 signs of a good listener. (5 Marks)
c) Give details of any five 'Interpersonal skills' you know. (10 Marks)
2. a) Give details of any five types of essay you know. (10 Marks)
b) Explain the duties of the secretary at a meeting. (5 Marks)
c) Discuss any two threats a company may be faced with. (5 Marks)
3. a) Explain the significance of 'Emotional Intelligence'. (10 Marks)
b) Give details of any 5 sections of a business letter. (5 Marks)
c) Explain the details of any five types of teams that can be formed in a work place. (5 Marks)
4. a) Discuss any five examples of communication barrier 5. (10 Marks)
b) What is the meaning of 'Job description'? (5 Marks)
c) How can we combat stress in human beings? (5 Marks)
5. a) What is meant by 'Business Etiquette'? (10 Marks)
b) Outline the duties of a Front office in a company. (10 Marks)
6. a) Discuss 'non-verbal communication'? (10 Marks)
b) Explain the use of the JOHARI's window matrix. (5 Marks)
c) Explain the details of each letter in the acronym 'SWOT' analysis. (5 Marks)
7. a) What is the meaning of 'Team Building' as a soft skill? (10 Marks)
b) What is the use of an organizational chart in a company? (10 Marks)

