

QP CODE 2050553101

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DMI-ST. EUGENE UNIVERSITY

ZAMBIA

DEGREE EXAMINATION – JUNE 2024

Semester: III

055 LA 31/351 SE 31 SOFT SKILLS - I

Time: 3:00 Hours

Max. Marks: 100

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

1. a) What are soft skills? (5 Marks)
b) State any 5 signs of a good listener.(5 Marks)
c) Give 5 examples of soft skills. (5 Marks)
d) Define ‘listening’. (5 Marks)
2. a) State any 4 types of essay you know. (10 Marks)
b) What is the main duty of the secretary at a meeting? (5 Marks)
c) List any 4 types of business reports. (5 Marks)
3. a) State any 5 kinds of conflict that may arise in a work place. (10 Marks)
b) What is the difference between empathy and sympathy as soft skills? (5 Marks)
c) What do the letters AOB on the agenda stand for? (5 Marks)
4. a) Define ‘stress? (5 Marks)
b) Explain the meaning the 2 types of stress, namely acute and chronic.(5 Marks)
c) Mention any 2 signs of stress.(5 Marks)
d) What is meant by ‘Time Management’ as a soft skill? (5 Marks)
5. a) What is meant by ‘Business Etiquette’? (10 Marks)
b) Outline the duties of a PRO office in a company. (10 Marks)
6. a) Why are soft skills considered to be an essential in work places? (10 Marks)
b) Explain what ‘prioritizing’ as a soft skill means. (10 Marks)
7. a) Explain 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)