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DMI-ST. EUGENE UNIVERSITY

ZAMBIA

DEGREE EXAMINATION – DECEMBER 2023

Semester: IV

055/551/552/252 LA 41 SOFT SKILLS II

Time: 3:00 Hours

Max. Marks: 100

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

1. a) Define any 5 types of interview you know. **(10 Marks)**
b) Explain any 5 of the things that an interviewer needs to prepare before the interview. **(10 Marks)**
2. a) What is Body Language'? **(5 Marks)**
b) Explain the meaning of Proxemics body Language. **(5 Marks)**
c) Why is Body Language perceived as the most effective means of Communication'? **(10 Marks)**
3. a) Explain details of the Time Management Matrix as propounded by Dwight Eisenhower. **(10 Marks)**
b) Explain the purpose of Team building. **(5 Marks)**
c) What is meant by Team Culture? **(5 Marks)**
4. a) What are the causes of Stress in human beings? **(10 Marks)**
b) What are some of the ways of avoiding stresses? **(5 Marks)**
c) How can we combat stress in human beings? **(5 Marks)**
5. a) What is meant by 'Business Etiquette'? **(10 Marks)**
b) Explain any 5 types of Etiquette you know. **(10 Marks)**
6. a) Explain some of the mannerisms a person who has not studied Etiquette would display. **(10 Marks)**
b) What is 'interview etiquette'? **(5 Marks)**
c) What is the importance of 'work ethics' in a business place? **(5 Marks)**

7. a) State any 5 barriers to effective Communication. **(10Marks)**
- b) What is Verbal Communication? **(5 Marks)**
- c) What is Nonverbal communication? **(5 Marks)**