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Sec-A

1.

What do you mean by syllable? Explain with an example.

~~Vowel~~ Syllables are the sound of vowels in a word.

For example, car = c v c this has only one syllable

banana = c v c v c v

2.

What is spatial method of writing?

If a technocrat is writing to describe the parts of a machine or a plot of ground, he would like to organise his text spatially i.e. in order of space or place.

This method helps the reader, to ~~envision the layout~~ visualise what the writer sees and therefore, it is better to understand the physical qualities of the subject matter.

3.

What is the relationship between conversation and listening?

- ① Conversation is not possible without listening.
- ② Without listening, the participant cannot give good feedback.
- ③ Listening in conversation makes you a better communicator.
- ④ It makes the conversation enjoyable.

4.

Explain any two rules of conversation.

- ① Practice Active Listening.
Listen, really listen without interrupting.
Make eye contact.
- ② Avoid making the conversation too self centered.
Present your point of view as "another way of looking at things". Ask their opinion.

5.

What is motivation?

According to B.F. Skinner, "Motivation in school learning involves arousing, persisting, sustaining and directing desirable behaviour."

According to Woodsorth, "Motivation is the state of the individual which disposes him to certain behaviour for seeking goal."

6.

What are the two basic sources of motivation?

The two basic sources of motivation are:

① Intrinsic Motivation: It reflects the desire to do something because it is enjoyable.

Example, Using positive affirmations because you want to change your mindset positively.

② Extrinsic Motivation: It reflects the desire to do something because of external rewards such as awards, money and praise.

Example, Studying because you want to get a good grade.

7.

What are the 4 A's of stress management?

The 4 A's of stress management are:

Avoid, Alter, Accept and Adapt

8.

What is resilience?

Resilience is the process and outcome of successfully adapting to difficult or challenging life experiences, especially ~~the~~ through mental, emotional, and behavioural flexibility and adjustment to external and internal demands.

9.

What are the two differences between facts and opinion?

Facts: ① It is always true.

② They are backed by evidences.
e.g. dates, figures etc

Opinion: ① It can be false.

② They are personal statements which cannot be verified.

10.

What is fluency in creative thinking?

Fluency in creative thinking means that a person is able to produce several ideas and never runs out of them.

Section B

Q. 11

What is the role of stress and intonation in right pronunciation? Explain with examples.

Ans 11

- Pronunciation refers to the way in which we make the sound of words. To pronounce words, we push air from our lungs up through the throat and vocal cords, through our mouth past our tongue and b/w our teeth and lips.
- To change the sound that we are making, we mainly use the muscles of our teeth mouth, tongue lips to control the shape of our mouth and flow of air. If we can control the shape of our mouth and the flow of air correctly, then our pronunciation is clearer and other people understand us more easily.
- Stress refers to speaking some part of words louder and for longer time. Stress must be given to certain words for effective communication.

1) WORD STRESS - Emphasis on certain syllable in a word, acquaintance with the stress of the English language is also necessary. In English, the stress pattern is fixed as stressed and unstressed syllable. For correct pronunciation, this stress pattern should be learnt

b) SENTENCE STRESS - Emphasis on certain words in a sentence. The content words like nouns, adjectives, verbs, and adverbs are given more emphasis, whereas the structural words like preposition, articles are less stressed. It gives a rhythmic pattern.

• Fluent English speakers use word stress to communicate rapidly and accurately, even in difficult conditions

Example : Photograph

Photographer

In these two words, stress is given at different parts. Like in photograph, stress is given at the first syllable while in photographer, stress is given at the second syllable.

• Intonation is like a 'tune' or 'melody' in the voice used to express shades of meanings. Intonation patterns are the ways speakers adjust their pitch in order to convey meanings.

• Some common intonation patterns used in English, focusing on the direction of voice at end of the phrase.

→ where the voice goes fall at the end of the phrase
— this is called a FALL.

→ where the voice goes up at the end of the phrase — this is called a RISE.

→ and there are variations on these → like FALL - RISE, RISE - FALL, LEVEL.

• Intonation is very important in communication as it gives information beyond just the basic meaning of the words.

- It can express speaker's attitude or feeling about something, as well as giving grammatical information (such as distinguishing b/w statement and question)
- Example : " You're seeing the doctor tomorrow".

Intonation indicate if the speaker is confirming information or seeking additional information.

Q.12

Define conversation. How to sustain interest of the people involved in conversation.?

Ans 12

- Conversation is interactive communication between two or more people. The development of conversational skill and etiquette is an important part of socialize.
- Conversation is a talk between two or more people in which every individual's ~~stuck~~ ideas and thoughts are expressed, questions are asked and answered, or news, and information is exchanged.
- Ways to sustain interest in conversation are:

1. GET OUT OF YOURSELF AND MAKE IT ABOUT THE OTHER PERSON

The best conversation begins with showing an interest in the other person, their world and what they might be interested in. Ask them an open-minded question about something that you notice about them. Great conversationalist have sincere interest in other, notice things about them.

b) SENTENCE

2. PRACTICE ACTIVE LISTENING

most people are thinking about what they want to say next while someone else is speaking. Become aware of this during your conversation and stop yourself. You can practice by spending time with partner or a friend and repeating them what they said.

3. MOVE THE CONVERSATION TO A DEEPER LEVEL

think of the people who are willing to open up and share things with. What is about them that make you so comfortable disclosing things. They are good at eye contact and make you feel like you are receiving their full and undivided attention. Their faces light up when you are excited and they take a sad look when you are sharing bad news.

4. ASK GOOD QUESTION

We can get others by showing interest and asking open-minded question to help them get deeper into the conversation. Good questions are asking someone how they feel or think about something they are talking about. Likely, if they brought up something on their own it is of interest.

5. CONSIDER TIME AND SPACE

Never start a conversation beyond exchanging quick pleasantries unless you have the time to hear the other person out. Places that are noisy with a lot of people around is not the best place to engage in great conversation. coffee shops are great for this purpose. sports bars - no so much.

Ques- discuss effective communication, respect and relationship management as attributes of social skills.

Ans- Role of Effective communication in Social skills :-

- 1) Communication a/c to the dictionary means: To cause another, or others to partake & share, to tell their thoughts, messages and relate a conversation that can be understood.
- 2) Socialization a/c to the dictionary means: To take part in social activities or groups.
- 3) There is no doubt that communication plays a vital role in human life & human society. It not only helps to facilitate the process of sharing information & ~~sharing~~ knowledge with others, but also helps people to develop relationships with others. Therefore, the importance of communication cannot be underestimated.

4) Role of Respect in Social skills :-

Greater efficiency - If you are good with people, you can more easily avoid being with the people you do not like as much as others. You can easily say 'NO' respectfully without hurting the feelings of the people involved in the conversation.

e.g. If you are in a social situation & do not want to spend time with 'John' because you don't like him or he can not help you with a particular issue, a good set of social skills will allow you to politely convey that you need to spend time with other people at the get together.

Role of relationship management in social skills :-

Relationship Management is all about your Interpersonal skills. It's all about your ability to get the best out of others. Your ability to influence them, your ability to communicate & build bonds with them, & your ability to help them change, grow, develop & resolve conflict.

Benefits of Relationship Management -

Better Anticipation of needs.

Better & speedier communication

Better knowledge of the person.

Better understanding.

Section B

Q14 What is the role of effective reading for professional? What are different reading styles? Explain.

Ans:- A comprehension exercise consist of a passage, upon which question are set to test the student's ability to understand the content of the given text and to infer information and meanings from it.

Techniques to read comprehension. Following are the techniques to read comprehension:-

1. **Skimming** :- Skimming is used to quickly identify the main idea of text. When you read the newspaper, you're probably not reading it word-by-word, instead you're scanning the text. Skimming is done at a speed three to four times faster than normal reading. This technique is useful when you're seeking specific information rather than reading for comprehension.

2. **Scanning** :- Scanning is a technique you often use when looking up a word in the telephone book or dictionary. You search for key words or ideas. In most cases, you know what you looking for, so you're concentrating on finding particular answer. When scanning, look for the author's use of organizers such as number, letters, steps or the words, first, second or next.

③ **Chaining** :- Interpretation = Getting summary of all important points on a topic & Inference = Reading between lines. Understanding facts that are not stated openly.

Techniques of churning :-

- * A single word can have two meaning in two different context. This is called Polysemy.
- * If a word is important, it will have clues about its meaning in the surrounding sentences.
- * Guess meaning from root words
- * Try to get an overview of the topic beforehand

④ Assimilating :-

When we attempt to make a mental map of entire passage that we have read, it is called assimilating.

Steps to do Assimilation :-

- * Has made available the information. Convert the information into an idea. Think about it at a personal level.
- * Look for pictures, video and other texts related to the topic to get better knowledge.
- * Discuss with peers to give their viewpoints as well.
- * This will help you plant a mental-map of information you have read.

ANSWER - 15.

TECHNIQUES TO MOTIVATE OTHERS :-

1. One-to-One Correspondence :-

- * A leader must be approachable and accessible. In other words, keep the door open. ~~for~~
- * Spending time with employees on a one to one basis will put them at ease and alleviate uncertainty. It will also give the manager keen insight into what motivates each of his employees.
- * Through effective communication your employees feel more empowered. It also gives them a sense of belonging, camaraderie and responsibility.

2. Schedule Communication-Oriented Meetings :-

- * This is a weekly meeting that has no purpose other than opening ~~them~~ up the lines of communication between you and your employees. It gives your employees the sense that you not only care about their opinions, but also value their feedback.

3. Get Personal :-

- * Don't hesitate in sharing stories of your successes and failures. This can help pick-up the spirits of a specific team member who need a boost. It also creates a level of engagement and builds a community since ~~of~~ everyone on your team can relate to those experiences.

4. Individual Motivation :-

- * Creating a personal enrichment program could mean that you offer tuition reimbursement or send employees to workshops and seminars where they can improve their skills.
- * Ask what they do and don't like working on, share the big picture company goals, and respond to their questions.
- * Respect their personal schedules and non-work time and don't ever pit their goals against each other.

5. Mobilizing Optimal Performance :-

- * You will complete leadership duty of motivating others with a clear sense of how to energize and mobilize people to reach their optimal performance through authentic and effective leadership.
- * Establish ways to reward your team and to recognize the merits helps you get the results you want, those results that lead to achieving a target.

6. Related well :-

- * This means that your employees feel cared for and that you've fostered a sense of belonging.
- * Make time to listen to your employees' perspectives and make them know ~~not~~ that they are heard and valued.
- * Don't let people get lost in the crowd. Reduce team size and acknowledge each member's work and achievements.
- * Make sure to get full feedback from those involved.
- * Communicate that you care about employee's well-being - not just their productivity.

7. Praise and compliment :-

To motivate the employees, the following can be demonstrated to show appreciation.

- * Acknowledge positive personal or professional changes in others.
- * Be generous with accolades.
- * Recognize someone for a personal or professional accomplishment.
- * Communicate your delight with a personal handwritten note.
- * Congratulate a colleague with a special treat.

8. Individual Cultivation of skills :-

- * Everyone wants to improve themselves. Take advantage of this human trait by providing employees with challenges and goals they can achieve.
- * Instead of facing new challenges alone, use the opportunity to put them on members of the team.

9. Facilitating Active Involvement :-

- * Create an incentive program that rewards employee for consistently working hard - separate from celebrating milestones or success.
- * You could implement non-financial incentives like extra vacation days, compressed work weeks or a choice of parking spots.

10. Trust in the Working Heads :-

- * employees want to know that their manager is looking out for their best interests, which motivates them to ~~succeed~~ succeed.
- * In turn, leaders ~~is~~ also want to know that they can trust their staff to do their jobs properly.

11. Regularly survey employees for their satisfaction :-

- * conduct anonymous polls to show employees that you care about their opinion and value their input.
- * Ask for suggestions of ways that you can improve working conditions.
- * You also have to take actions after getting the results of your poll back. This will show employees that you truly value their opinions, want them to be happy in their positions and will take the steps necessary to make that happen.

Section - C

Q16:-

Q) What is stress management? Explain the techniques of stress management in detail.

- Stress is the feeling of being overwhelmed or unable to cope with mental or emotional pressure.
- Stress is the emotional or physical tension the body creates when presented with events or thoughts that cause worry, frustration, anger or nervousness.
- Although short term stress can help avoid danger, long term stress can cause health issue.
- When stress exceeds the ability to cope, balance in the mind and body need to be restored.
- Stress management is an effective tool to accomplish this.
- The four A's of stress management.
 - Ⓐ Avoid
 - Ⓑ Alter
 - Ⓒ Accept
 - Ⓓ Adapt.

Avoid :-

- Stress can often be avoided by planning ahead, rearranging surroundings and carrying a lighter workload.
- Approaches included the following :
 - ① Take control
Taking control of stressful, routine tasks helps to build confidence .
 - ② Avoid bothersome people
Physical distance from someone who is causing stress can relieve tension .
 - ③ Say "no"
Most people have a lot of responsibilities and very little spare time . Saying "no" to extra invitations, extra responsibilities at work can be difficult, but it need for personal health .

Alter :-

- When stressful situations cannot be avoided , behaviours, communication and time management may need to be altered.
- Approaches include the following
 - ① Ask others to change their behavior
It's okay to ask others to change bothersome behaviour .
 - ② Manage time better
Grouping similar task together can increase efficiency, resulting in lessened stress.

⑪ Communicate openly

when sharing feelings, using "I" statements rather than "you" statements helps to negate any blame on the other person.

Accept

- Many times, acceptance is the best way to avoid stress.
- Approaches include the following:
 - ① Talk with others
Discussing stressful situations with a friend who actively listens and understands is helpful.
 - ② Forgive others
Learning forgiveness releases negative energy from the mind and body
 - ③ Practice positive self talk
It can reduce stress and help maintain objectivity.

Adapt

- Adapting often involves changing expectations, which in turn lower stress levels.
- Approaches include the following:
 - ① Adjust standards
adjusting personal expectations can reduce stress.
 - ② Adopt mantra sayings.
Mentally repeating confident sentences, such as "I can do this," has a positive effect on stressful situations.
 - ③ Reframe the issue
Looking at situations from a different viewpoint is often helpful.

⑥ Write short notes on the following.

① compassion in leadership

① compassion in leadership

⑪ positive thinking

- compassion can be defined as a willingness and desire to be kind to others
- It means being thoughtful and aware of what others' lives and experiences are like.
- It's related to the qualities ~~that determine~~ of sympathy and empathy and at its root, it describes a deeper sense of understanding.
- compassionate leadership recognizes that every team member is not only a significant individual but also an essential thread in the fabric of an entire organization.
- compassionate leadership is not focused on the short term or instant gratification.

compassionate leaders:

- ① Are more engaging and can create higher levels of overall employee engagement.
- ⑪ Build robust, trusting relationships at all levels.
- ⑪ Are viewed as being strong.
- ⑯ Contribute to lower rates of employee turnover
- ⑯ Inspire their people to feel more connected to one another.

⑪ positive thinking

- Positive thinking doesn't mean that you ignore life's less pleasant situations.
- Positive thinking just means that you approach ~~unpleasant~~ unpleasantness in a more positive and productive way.
- Positive thinking often starts with self talk.
- You can learn to turn negative thinking into positive thinking. The process is simple, but it does take time and practise.
- Following are some ways to think and behave in a more positive and optimistic way:-

① Identify areas to change

If you want to become more optimistic and engage in more positive thinking, first identify areas of your life that you usually think negatively about.

② Get inspired by books, Audio and videos

There are moments when we fail to appreciate what we have right now. Nowadays, social media is flooded with many creative videos and audio that appeal to all.

③ Hang out with positive people

It's critical for your health to have a positive group of friends to lean on during physically and emotionally trying times.

④ Practice Gratitude

Those who are thankful are more likely to adopt healthy lifestyle.

Q17
 (a)

Write a short note on teamwork and communication with special reference to speaking skills, listening and responding.

Ans

Team work is the collaborative effort of a group to achieve a common goal or to complete a task in the best possible way.

* It is a joint effort of a group of interdependent individual who work together towards a common objective.

Effective team work elements

① group cohesion - togetherness

② commitment

③ accountability - answerable to actions.

Team work and communication

Communication is the imparting and exchanging of information with others team members through speaking, writing, body language, behaviour using verbal and non-verbal means.

effective listening for better communication

* The best way to make sure ~~to~~ others understand what you are trying to say is to truly understand your audience and what they need are.

* This allows you to tailor your message so that others are more receptive to it.

Listening and responding

- * Responding to what other person is telling is also important.
- * Good listening skills help a person engage in what other person is speaking about.
- * Avoid to listen only for the end of this sentence so early you can start speaking.
- * Do not interrupt.
- * The core message.

Speaking skills

- * Speaking as the workplace skill means to converse, discuss or express one's thought and feeling in spoken form of language the ability to convey oral messages in a passionate & meaningful and convincing manner.

Aspects

- ① Vocabulary ② grammar ③ pronunciation ④ fluency.

Reason for a leader to be a good speaker

- ① units people for a single goal
- ② Drive positive changes
- ③ Connect with your people
- ④ Win people's heart
- ⑤ make people follow you.

Q17

- (b) Discuss the importance of resilience, flexibility in thought and behaviour as workplace skills.

Ans -

- Resilience → People face all kind of adversity in life.
These are personal crises, such as illness, loss of loved one, job loss, financial instability.

people have to learn to cope with and ~~work~~^{overcome} through very challenging life experience.

- * Resilience theory refers to the ideas how people are affected by and adapt things like adversity, change, loss and risk.
- * Demonstrating resilience include working through emotional pain and suffering.

Flexibility in thought and behaviour

- * It is the ability to see thing from different perspective and find alternative approach.
- * Having a flexible and open mindset helps to prevent us from making rash judgement and assumption about people and situation.
- * The opposite of flexible thinking is commonly referred to as "Thinking traps".
- * We fall into the same thinking trap, make the same assumption and repeat the same habits.

(Q18) (a) Discuss the characteristics of a creative person with special reference to fluency, originality and audacity.

Aus-

- 2) Creativity is the skill of producing something new and valuable in it product, an idea or concept or a process or a solution for a problem.

It involves the ability to acquire knowledge break it down and rearrange it in a different manner to generate something new and valuable.

* Creative feeling cannot always be expressed in words.

① fluency - creative people can produce numerous ideas. They have the ability to keep coming up with useful ideas one after the other. Generate a large no of ideas or solution to problem and questions often offer unusual, unique and clever response.

② originality - means that of finding new ways to vary existing conditions or new ways to adapt existing ideas to new conditions or new modifications of something that will fit in an existing condition.

③ curiosity - creative thinkers are fascinated with the world around them like a child.

* Out of curiosity they are willing to take risk are often people who are described as a "high risk taker or adventurous or speculative".

* Exhibit a good deal of intellectual playfulness;

Q16(b) What is critical thinking? Discuss the abilities of credibility analysis, relevant and irrelevant claims, bias and hidden motives detecting form.

Aus-

⇒ Critical thinking is reasonable, reflective thinking that is focused on deciding what to believe or do".

① discerning facts and claims

* A fact is verifiable. This may involve numbers, date, testimony etc.

The claim is conclusion that something want someone wants you to believe. It is an opinion or a judgement, based on facts. It is potentially changeable - depending on how evidence is interpreted or logically established.

- * To differentiate facts from claim.
- ① Look for alternate explanation of the claim.
- ② Avoid being misled by "hard facts".
- ③ Consider the credibility of the source of the claim.
- ④ Avoid bias.
- ⑤ Don't be misled by your own biases.

⑥ Distinguish between Relevant and irrelevant

- ① Identify the main topic of material
- * ② Determine which supporting ideas are directly related to topic.
- * ③ Identify sentences or ideas that do not seem to be related to main topic.
- ④ Sort through the info you think might not be relevant.
- ⑤ If you cannot to make a connection, then it is probably irrelevant.

⑦ detecting bias

- * A bias is a mental leaning or inclination.
- In the positive sense, one notice something rather than other, think in one direction rather than other.

④ Hidden motives

① Sometimes a persuader's may be guided by nested interest.

⑤ 5 steps

① Extracting the structure of argument for analysis

② Identifying type of argument.

③ Evaluating the overall strength and weakness of argument.

Q 19 Thwarted - attempt any one -

~~Ans~~ ① Creative methods -

Ans ① Brainstorming

* It is the most popular method of idea generation you can do about this individually or with a group of people.

* In group brainstorming, you have the ability to collect many creative ideas from people.

② Mind maps

* It starts with the key concept you are brainstorming around in the center.

* It helps visualize the connection b/w concept and Ideas.

* It helps to organize thoughts and discover new relationships and concepts.

③ Six thinking hats -

Seven thinking approach

① Substitute ② Adapt ③ Modify ④ put to another use

⑤ Reverse ⑥ Eliminate

⑦ SWOT analysis

SWOT stands for Strength & Weakness, Opportunities and Threats.

19(9)

(2)

features of Creativity

(i) Desirable and satisfying

* Creativity is said to be unique, new, innovative, different, imaginative.

* Through these elements, creativity is desirable.

(ii) Social factors

(1) Favourable environment

(2) valued by a community

(3) evaluate it

(iii) Creativity is prerequisites.

(1) skill

(2) talent

(3) personality

(iv) different forms

(i) Scientific (ii)esthetic (iii) Creative.

Q.20 (i) learning abilities - Short Notes-

* Every person has a different learning ability.

* performing SWOT (strength, weakness, opportunity, threat)

* Motivation help a person to hone your learning ability try to minimize weakness.

* work on to enhance strength and reduce weakness.

④ Initiative

- ① you can do extra research if req, ask question and seek help.
- ② when you use your initiative, you solve problems.
- ③ it is ability to be resourceful.

Ques(b) source of motivation?

- = (1) Learning ability
- (2) every person has a different learning ability
- (3) performing score (strength, weakness, opportunity and threat)
- (4) work on to enhance strengths.

⑤ Going extra miles:

The top 3 motivations for employee to go extra miles:-

- ① peer motivation
- ② feeling encouraged
- ③ intrinsic desire to do a good job.

⑥ Learning and analysis

- ① this is reflection offer wider range of option for how we learn at work.
- ② the idea is that we all need to learn new stuff.

⑦ Initiative

- ① you can do extra research if required, ask ques.
- ② when you use initiative, you solve problem.
- ③ it is ability to be resourceful.