



**K. K. Wagh Institute of Engineering Education & Research, Nashik**  
(An Autonomous Institute From A.Y. 2022-23)

SUMMER-2024	
Exam Seat No.:	
Academic Year:2023-2024	Semester: IV
Class: SY	Program: B.Tech
Branch Code: CHE	Pattern:2022
Name of Course: Soft Skills	Course Code: CHE222015
Max. Marks: 60	Duration: 2.30 Hrs.

**Instructions:** Candidates should read carefully the instructions printed on the Question Paper and on the cover page of the Answer Book, which is provided for their use.

1. This question paper contains 2 page(s).
2. Answer to each new question is to be started on a new page.
3. Assume suitable data wherever required, but justify it.
4. Draw the neat labelled diagrams, wherever necessary.
5. The last columns indicates the Course Outcome and level of Blooms Taxonomy of the Question/sub-question.

**Question No. 1 Attempt following Question**

- 1 List and discuss at least six nonverbal communication examples do you find most important in the workplace, and why? (6) CO1

**Question No. 2 Attempt following Question**

- 2 List and explain at least six misconceptions about active listening. (6) CO2

**Question No. 3 Attempt following Question**

- 3.a) Define problem solving. Also, write all six steps of problem solving. (6) CO3

**OR**

- 3.b) What is decision matrix and its key components? (6) CO3

- 3.c) Two manners of conflict resolutions are constructive and destructive. Make a comparative table between them. (6) CO3

**OR**

- 3.d) List and explain at least five conflict resolution skills. (6) CO3

- 3.e) Illustrate decision matrix concept using example of new recycling program. (4) CO3

**OR**

- 3.f) Consider the situation: (4) CO3

Son: Dad, you promised me to take me for a foreign trip this summer?

Father: Yes, I did, if you get 10 point CPI (Cumulative Performance Index).

Son: But, I have got 9.6. That's close enough.

Father: But, it doesn't make it 10 kid!

Son: You are so mean dad!

Father: So mean to a loser! Look at Aditya, he has secured 10 point throughout!

Inter-personal Conflict Example 2

Son: But his dad loves him always and supports him. You hate me dad! You love only your daughter, not me!

Father: That's unfair after all I have done for you! I used all my savings to pay the fees for your college! You ungrateful dog! (In his anger, he slaps him).

Son: (Cries) You will never understand me dad, never... I hate you! I am leaving home, right now!

As the mother to the son, how would you stop him and make both the father and son understand each other?

**Question No. 4 Attempt following Question**

4.a) What is emotional intelligence and its five key elements? (6) CO4

**OR**

4.b) Explain signs of stress. (6) CO4

4.c) What is stress and its types? Also, explain how stress affects brain. (6) CO4

**OR**

4.d) Explain how stress affect us. (6) CO4

4.e) How to manage stress? Explain it with minimum six points. (4) CO4

**OR**

4.f) What is emotion and its characteristics? Also, how to manage our emotions? (4) CO4

**Question No. 5 Attempt following Question**

5.a) Tabulate all differences between leaders and managers on basis of five points. (6) CO5

**OR**

5.b) Mention five ways to improve team building efforts? (6) CO5

5.c) What are the characteristics of motivational leaders? (6) CO5

**OR**

5.d) Illustrate the importance of public speaking using at least five points. (6) CO5

5.e) Why and how leaders need to take the risks? (4) CO5

**OR**

5.f) What is effective time management for leaders and its consequences? (4) CO5

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