

**PROFESSIONAL CERTIFICATE IN
SPOKEN ENGLISH AND
PERSONALITY DEVELOPMENT**

00965

**Term-End Examination
December, 2010**

BSSI-003 : LIFE SKILLS - III

Time : 2 hours

Maximum Marks : 60

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- Note :** (1) *This paper has six questions.*
(2) *All questions are compulsory.*
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1. Read the passage and answer the questions that follow : 10

No one really likes the word 'deadline' but it is a reality one has to face. Deadlines and effectiveness go alongside. Time management is dependent on several contingent factors and by itself cannot be implemented around one locus.

Time management first crept into the lingo when it struck the academic world. Coaching institutes advertise time management as being the key to success in competitive exams. Since there isn't much difference between the last bell of an exam and a deadline in the corporate world, the term has stayed on.

Time management in a corporate environment depends upon the work ethics. Time management

prescriptions should not be idly doled out as each one has to be unique and centred around a particular institution. It could solve several pertinent problems that plague the present business culture. Cut throat competition has significantly reduced the time line allocated to a project. In this race against time, many falter. One must have the vision to judge his strengths and also take stock of the work at hand. Only when these two coordinates are in place, can one judge the time it would take to complete a project. One must gauge each worker's strength and allocate work accordingly. So, before actually venturing out to calculate the effort, one must ensure that all back - end operations are in place. Only a well - oiled machine can churn out things on time.

One must plan according to the team's capabilities, which could be achieved. Over reaching would only hurt. Examine all extraneous factors and only then plan the schedule. Distracters must be avoided like the plague. Focus is the key and one must identify areas which waste time. Procrastination is another thing which hinders work.

- (a) What do you understand by the term, 'Time Management'? What is the origin of this term ? 2
- (b) Has cut-throat competition influenced time lines ? How ? 2

- (c) What is preferable - realistic or idealistic planning ? Why ? 2
- (d) Priorities must be worked out and distracters avoided like a plague. Comment 2
- (e) Use the following words in meaningful sentences $\frac{1}{2} \times 4 = 2$
- (i) plague (ii) over reaching
- (iii) lingo (iv) doled out

2. You are Abhinav / Anvita Jain. You have passed class XII with 65% marks. You have completed graduation through correspondence. You have also completed certificate courses in Retail management and computer programming. You are interested in sales and marketing. You are 21 years old, unmarried and live in Ambala. Write your Resume. 10
3. Write an essay, in about 150-200 words, on any one of the given topics : 10
- (a) Leadership (b) Interpersonal skills.
4. On the basis of your study of Life Skills, state whether the following are 'True' or 'False'. 10
- (a) It is futile to bank upon the network of friends and seniors to find a suitable job.
- (b) Researching a company before going for the interview helps.

- (c) It is essential to mention each family member during an interview.
- (d) When asked about the expected salary, it is right to be very modest and under state the amount.
- (e) While communicating, it's always better to use simple language and short sentences.
- (f) One mustn't check spelling and grammar before sending an email.
- (g) It is right to say that one doesn't get a second chance to create the first impression.
- (h) It is improper body language to nod while listening to the other person.
- (i) Do not talk about the expected salary till the interviewer asks you.
- (j) Modesty is a virtue that needs to be practised at all times, even during the interview.

5. On the basis of your study of life skills, tick the correct option. 10

- (a) When you communicate :
 - (i) speak really slow
 - (ii) ensure that you are understood
 - (iii) use fillers and foghorns
- (b) While talking it helps to
 - (i) use gestures and make eye contact
 - (ii) avoid gestures as they distract
 - (iii) stress on every word spoken

- (c) Word endings
 - (i) with consonant sounds must be harsh
 - (ii) last letter should be spoken
 - (iii) aren't necessary for correct pronunciation
- (d) Team dynamics involve
 - (i) bonding and camaraderie
 - (ii) complete absence of individuality
 - (iii) stern and dictatorial team leader
- (e) Conflict resolution
 - (i) assumes that conflicts never arise
 - (ii) there will be a clash of interests and viewpoints
 - (iii) must be done with an iron hand.
- (f) Business etiquette denotes
 - (i) being able to eat using fork and knife
 - (ii) abravise and shrewd behaviour
 - (iii) refined human resource of the company
- (g) Interpersonal skills are
 - (i) unnecessary if one is a good worker
 - (ii) forged over cups of coffee and gossip sessions
 - (iii) essential for one's perception in a work environment.

- (h) In an office, it is alright to be
 - (i) brooding constantly
 - (ii) serious and aloof
 - (iii) cheerful and energetic
- (i) Assertive communication means
 - (i) manipulative and diplomatic statements
 - (ii) the speaker has self - esteem and is pragmatic
 - (iii) conveying a message clearly and confidently
- (j) As a part of customer service
 - (i) sound positive and cheerful
 - (ii) insist on addressing the customer by his/her first name
 - (iii) be very brief

6. On the basis of your study of life skills, fill in the blanks with the correct words from the box 10

harping, accustomed, reiterated, traumatic, venture, inept, stance, collaborative, initiative, appraisals

- (a) If you aren't _____ to dealing with angry clients, you might have problems.
- (b) His body language _____ what he had stated.

- (c) It is highly unprofessional to keep _____ on the negatives.
 - (d) The new manager appears _____ in dealing with ladies.
 - (e) Her _____ experiences have left permanent scars on her psyche.
 - (f) He has earned the respect of his team members due to his neutral _____.
 - (g) This is a _____ between Japan and the Ambanis.
 - (h) This is a unique _____ taken up by our team.
 - (i) The company has biannual _____ which keeps all employees motivated.
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