

SARASWAT EDUCATION SOCIETY'S
SRIDORA CACULO COLLEGE OF COMMERCE AND MANAGEMENT STUDIES
KHORLIM, MAPUSA-GOA
F Y B COM SECOND SEMESTER END ASSESSMENT, APRIL 2026

(SEC) ENG 141 - Soft Skills
(UNDER NEP 2020 W.E.F ACADEMIC YEAR 2023-2024)

Printed Pages:02

Duration- 1 HOUR

TOTAL MARKS – 20 MARKS

Instructions:

- 1. All questions are compulsory.**
- 2. Subsections Q3, Q4 and Q5 have internal choice.**

Q 1. What is cultural tolerance? Explain its importance in diverse work or social settings.

4 Marks

Q2. A. What is meant by Reflective listening?

2 Marks

B. Mention any two benefits of having a good team spirit.

2 Marks

Q3 A. Give two qualities of a good team player.

2 Marks

B. What is interpersonal sensitivity?

2 Marks

OR

C. State any two benefits of emotional intelligence.

2 Marks

Q4 A. Define interpersonal communication.

2 Marks

B. State two benefits of being adaptable in a rapidly changing world.

2 Marks

OR

C. What are the benefits of Emotional Intelligence?

2 Marks

Q5 A. During a group project, some members are not cooperating with one another. How would you use teamwork skills to improve collaboration?

2 Marks

B. You are giving a class presentation. While speaking, you notice that the audience looks confused. How can you use non-verbal cues and speaking skills to clarify your message and regain engagement?

2 Marks

OR

C. You feel nervous before making a presentation in front of your class. How would you use emotional intelligence to manage your feelings and perform confidently

2 Marks
