



BUDDHA SERIES

(Unit Wise Solved Question & Answers)

Course – B.Tech (ASH)
College – Buddha Institute of Technology
(AKTU CODE-525)

**Department: Applied Science and
Humanities**

Subject: SOFT SKILL
(BAS-105/205)

Unit - 5

UNIT - 5

(Sem I)

(2022-23)

(odd)

Ques 1 What is stress Management? (MKS-2)

Ans 1 Stress management refers to a range of techniques, strategies, and practices that individuals use to cope with and reduce the negative effects of stress on their physical, mental and emotional well-being.

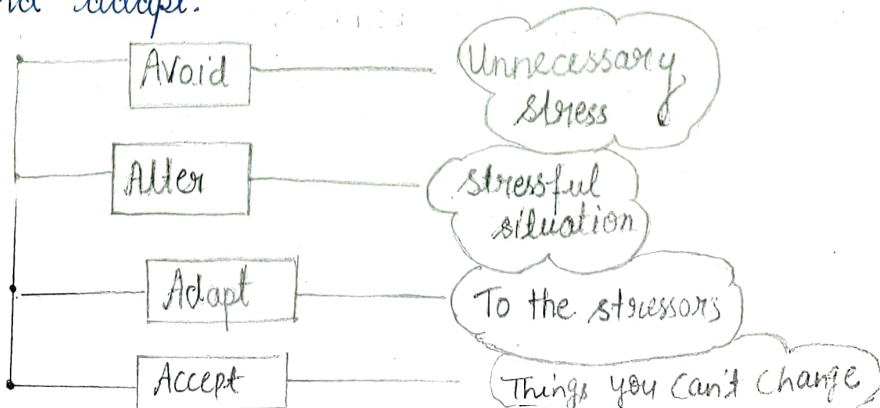
② Stress management offers a range of ways to help you better deal with stress and difficulty, also called adversity, in your life. Managing stress can help you lead a more balanced, healthier life. It's a common part of everyone's life.

Ques 2 Write a note on 4A's technique of stress management (MKS-7)

Ans. Having the right coping skills will make a difference between the stress that you feel and the stress that you handle.

2. Your goal is to acknowledge when you feeling stressed out.
3. When you do this, you will be able to effectively process what is going on and what you must do to handle it.
4. By following the 4A's of stress management, you will be given a clear plan that you can use to handle any stressful situation.
5. The 4A's of stress management give you a plan that you can adjust to your liking.
6. It shows you a foundation for stress management that is proven to be successful for many people.
7. The four A's of stress management are to avoid, alter, accept and adapt.

4A's To cope up with stress



[A] Avoid: Stress can often be avoided by using following approaches:

1. Take control:

- (i) Everyone has a circle of control in his life.
- (ii) This circle of control consists of actions and reactions to situations.
- (iii) Controlling your actions and reactions make you feel more secure in what you are doing.

2. Avoid people who ~~better~~ bother you:

- (i) You can avoid the person who is a continuous source of stress by reducing the time you spend with them.
- (ii) Physical distance from someone who is causing stress can relieve tension.

3. Learn to say 'No':

- (i) The habit of working overtime or stretching too much can be extremely stressful to you.
- (ii) So, learn to say NO when you are already occupied and cannot accommodate extra work.

4. Planning ahead:

- (i) A lot of stress can be avoided by simply planning ahead.
- (ii) If you know that your day is going to consist of several tasks, make a to-do list.
- (iii) A to-do list helps to form a schedule of required tasks.
- (iv) Stratching an item off the to-do list can create a feeling of accomplishment.

[B] Alter: This step applies when you are in the middle of a situation that is already causing you stress. Approaches includes the following:

1. Ask others to change their behaviour:

- (i) You can respectfully ask someone to change their behavior.
- (ii) Also, you should be able to alter yourself too before asking the other person to change.
- (iii) This can help to avoid creating larger problems.

2. Communicate openly:

- ① Communicate your feelings openly.
- ② Using "I" statements will help you to regain control as your stress level rises.
- ③ Using these statements serves as a reminder that you are still in control of some aspects of the situation.

3. Manage time better:

- ① Try to manage your time better by grouping tasks that are similar.
- ② Grouping similar tasks together can increase efficiency, resulting in less stress.

4. State limits in advance:

- ① Create boundaries for yourself and state limits ahead of time, such as, "I've only got five minutes to talk."
- ② Letting the other person know that time is limited avoid any hard feelings.

C. Accept: Some stressors are entirely unavoidable, unalterable, or unadaptable. In such cases, the only way to cope is by accepting the situation and moving ahead. Approaches include the following:

1. Talk with others:

- ① Talk to someone about how you are feeling.
- ② You may not be able to change a situation, but that doesn't mean your feelings aren't valid.

2. Practice forgiveness:

- ① Forgiving is also an essential part of accepting the situation. Learning forgiveness releases negative energy from the mind and body.
- ② Learn to forgive people and keep negative energy away from you.
- ③ It helps in reducing the physiological effects of stress such as low BP.
- ④ It allows to focus on the present rather than dwelling on past grievances.

3. Try practicing positive self-talk:

- (i) Negative thoughts can escalate when you're stressed.
- (ii) Positive self-talk can reduce stress and help maintain objectivity.

4. Learn from your mistakes:

- (i) You can't change what has happened in the past, but you can learn from it for the future.
- (ii) Mistakes are inevitable and should be used as teachable moments.

[D] Adapt: If there is a stressor that cannot be avoided or altered, it is best to adapt yourself to it. This will help you regain your sense of control over the stressor. Approaches include the following:

1. Adjust Standards:

- (i) If you are in the habit of ensuring everything is just perfect, it can actually stress you out.
- (ii) Start setting reasonable standards for yourself and others and be happy with good work.
- (iii) Do not try to overdo it for the sake of perfection.

2. Reframe the issue:

- (i) Looking at situations from a different viewpoint is often helpful.
- (ii) You can try reframing the whole situation more positively.

3. Adopt mantra sayings:

- (i) Adopt a mantra such as, "I can do this," and repeat it to yourself during tough situations.

4. Create a list of happy resources:

- (i) Try to think about all of the things that make you happy in your life.
- (ii) Looking back on these things during a stressful situation can help calm the mind.

• Look
① Most
② This

Look at the big picture:

- ① Most stressful situations won't matter in a few years.
- ② This will make things seem less overwhelming.

Que 3 What do you understand by leadership? Explain the qualities of a good leader. (MKS-7)

Ans [A]. Leadership:

1. Leadership is an individual's competence to influence their teammates, i.e., it is the ability to frame effective plans and influence others to deal with all the difficulties efficiently with proper guidance.
2. It requires a clear vision of the desired goals and an ability to explore the various paths.
3. An individual who leads a position in a leadership process is known as "leader."

[B]. Qualities of leadership: Following are the qualities of good leadership:

1. Selflessness: The base and the heart of leadership quality is selflessness. The leader should set his objectives without being selfish and self-centric.
2. Courage: The most important human quality that a leader must retain is the courage to face the situations and take responsibility for success and failure of the decision taken by him.
3. Will power: Will power is a quality which is uniformly required in all prominent leaders. Thousands of difficulties emerge, and failures took place while executing plans. A good leader should have strong willpower to face hurdles instead of getting disappointed with failures.
4. Efficient communication: Good communication is the key to become an admirable leader. The logic behind it is clear if the leader carries all types of leadership qualities,

yet if he fails to communicate properly, he will never be an admirable leader.

5. Knowledge: Leaders learn by way of their exertions which build up their knowledge. They intensify their experience by working in the department of work which can't be interchanged by any device.
6. Honesty and Integrity: Honesty and integrity are the priceless assets of a leader and treated as the most commendable attribute of a leader. The leader should be honest with both his employees and the management of the organization.
7. Visionary outlook: It is one of the unique traits of the leader. They must be competent to look further where the company is standing today, recognize where the business is moving, and use that perspective to ~~run~~ run the company ahead.

Que 4. Elucidate importance of listening & Responding at Workplace.

Ans. Following are some key reasons why listening and responding are important in the workplace:

1. Building relationships: Listening attentively and responding thoughtfully helps build positive relationships with colleagues, supervisors, and clients.
2. Understanding needs and expectations: By actively listening to colleagues and stakeholders, individuals gain a better understanding of their needs, expectations and concerns.
3. Effective problem solving: By carefully listening to the details, concerns, and ideas expressed by others, individuals can gain valuable insights and gather all the necessary information to develop effective solutions.

an
5. Resolving conflict: Listening with empathy and responding constructively are essential for resolving conflicts in the workplace.

6. Enhancing team-work and collaboration: By actively listening to team members ideas, opinions, and feedback, individuals can foster an environment where everyone feels valued. Responding in a supportive manner encourages collaboration, creativity, and a shared sense of ownership.

7. Avoiding miscommunication and misunderstandings: Actively listening and responding appropriately minimize the chances of miscommunication, ensuring that information is accurately understood and conveyed.

8. Improving customer service: Listening to customer's needs, concerns, and feedback is vital for delivering exceptional customer service.

9. Learning and personal growth: Listening and responding facilitate continuous learning and personal growth.

Ques. Describe how an individual can overcome work related stress. (MKS-2).

Ans. Following are some ways to reduce stress:

1. Trace your triggers:

- ① Recognize what your triggers are.
- ② What situations make you feel physically and mentally agitated.
- ③ Once you know this you can avoid them.

2. Manage your time:

- ① Prioritizing your activities can help you use your time well.
- ② Making a day-to-day schedule helps ensure you don't feel overwhelmed by everyday tasks and deadlines.

3. Practice relaxation:

- ① Deep breathing, meditation and progressive muscle relaxation are good way to calm yourself.
- ② Taking a breath to refocus can have benefits beyond the immediate moment.

4. Exercise daily:

- ① Daily exercise produces stress-relieving hormones in your body and improves your overall physical health.

5. Set aside time for yourself:

- ① Schedule something that makes you feel good.
- ② It might be reading a book, going to the movies or getting a massage.

6. Eat well:

- ① Eating unprocessed foods, like whole grains, vegetables, and
- ② fresh fruit is the foundation for a healthy body and mind.
- ③ Eating well can also help stabilize your mood.
- ④ Avoid alcohol and drugs.

7. Talk to someone :

- ① Have an open conversation with your supervisor, friends, family, a counselor or a support group.
- ② Airing out and talking can help.

Que 2. Discuss the qualities & traits of a leader. Elaborate your answer by providing example with each traits.

Ans. Qualities of leadership :-

1. Selflessness : The base and the heart of leadership quality is selflessness. The leader should set his objectives without being selfish and self-centric.
2. Courage : The most important human quality that a leader must retain is the courage to face the situations and take responsibility for success and failure of the decision taken by him.
3. Will power : Will power is a quality which is uniformly required in all prominent leaders. Thousands of difficulties emerge, and failures took place while executing plans. A good leader should have strong willpower to face hurdles instead of getting disappointed with failures.
4. Efficient communication : Good communication is the key to become an admirable leader. The logic behind it is clear if the leader carries all types of leadership qualities, yet if he fails to communicate properly, he will never be an admirable leader.
5. Knowledge : Leaders learn by way of their exertions which build up their knowledge. They intensify their experience by working in the department of work which can't be interchanged by any device.

Honesty and Integrity: Honesty and Integrity are the priceless assets of a leader and treated as the most commendable attribute of a leader. The leader should be honest with both his employees and the management of the organization.

7. Visionary outlook: It is one of the unique traits of the leader. They must be competent to look further where the company is standing today, recognize where the business is moving, and use that perspective to run the company ahead.

Que 3. Illustrate the ways in which a leader is responsible for the growth of his team members and the organization.

Ans. A leader plays a pivotal role in fostering the growth of both team members and the organization. Here are ways in which a leader is responsible for this dual growth:

[A]. For team members:

1. Mentorship and coaching: A leader guides team members by providing mentorship, sharing expertise, and offering constructive feedback to help them improve their skills and knowledge.
2. Individual development plans: Leaders collaborate with team members to create tailored development plans that outline goals, skills to acquire, and opportunities for growth within the organization.
3. Skill enhancement: Leaders identify skill gaps and facilitate training, workshops, and learning opportunities that enable team members to acquire new skills and stay up-to-date.

[B]. For the organization:-

1. Vision and strategy: Leaders set a clear vision and strategy for the organization, aligning team efforts toward common goals and driving growth.
2. Talent development: A leader identifies potential leaders within the team, nurtures their abilities, and prepares them for higher responsibilities, ensuring a pipeline of capable successors.
3. Decision-making: Effective leaders make informed decisions that consider both short-term and long-term impacts on the organization's growth trajectory.
4. Communication: Transparent and open communication from leaders keeps the entire organization informed about strategies, goals and progress, fostering a sense of unity and purpose.

Ques 4 Describe the physical, psychological and behavioural symptoms of stress and their effects.

Ans [A]. Physical symptoms:-

1. Muscle tension: Stress-induced muscle contractions can lead to stiffness, pain, and discomfort.
Effect - muscle tension can contribute to conditions like tension headaches, migraines, and ~~pain~~ back pain.
2. Fatigue: Stress can disrupt sleep patterns, leading to persistent tiredness and reduced energy levels.
Effect - Fatigue can impact daily functioning and productivity.

Digestive issues: Stress can cause stomachaches, indigestion, bloating, and even exacerbate conditions like irritable bowel syndrome.

Effect - Chronic stress can contribute to stomachaches, indigestion, and bloating.

[B]. Psychological Symptoms:-

1. Anxiety: Stress often leads to heightened worry, apprehension, and unease about future events or circumstances.

Effects - Anxiety can interfere with daily activities, disrupt sleep, and contribute to a sense of unease.

2. Depression: Prolonged stress can contribute to feelings of sadness, hopelessness, and a loss of interest in previously enjoyed activities.

Effect - Depression can lead to a persistent low mood and negatively impact overall quality of life.

3. Irritability: Stress can lower tolerance for frustration, leading to increased irritability and mood swings.

Effect - Irritability can strain relationships and hinder effective communication.

[C]. Behavioural Symptoms:-

1. Changes in eating patterns: Stress can lead to overeating or loss of appetite, resulting in weight gain or loss.

Effect - This can result in weight gain, weight loss, and disruptions in nutritional intake.

2. Sleep disturbances: Stress can cause insomnia, difficulty falling asleep, or waking up frequently during the night.

Effect - This leads to fatigue, decreased concentration, and reduced overall functioning.

3. Social withdrawal - Stress can lead to avoiding social interactions.

Effect - This might lead to isolation and reduced interest in social activities.



BUDDHA SERIES

(Unit Wise Solved Question & Answers)

Course – B.Tech (ASH)
College – Buddha Institute of Technology
(AKTU CODE-525)

**Department: Applied Science and
Humanities**

Subject: SOFT SKILL
(BAS-105/205)

Unit - 5

UNIT-5

(Sem I)

(2022-23)

(odd)

Ques 1 What is stress Management? (MKS-2)

Ans 1 Stress management refers to a range of techniques, strategies, and practices that individuals use to cope with and reduce the negative effects of stress on their physical, mental and emotional well-being.

② Stress management offers a range of ways to help you better deal with stress and difficulty, also called adversity, in your life. Managing stress can help you lead a more balanced, healthier life. It's a common part of everyone's life.

Ques 2 Write a note on 4A's technique of stress management (MKS-7)

Ans. Having the right coping skills will make a difference between the stress that you feel and the stress that you handle.

2. Your goal is to acknowledge when you feeling stressed out.

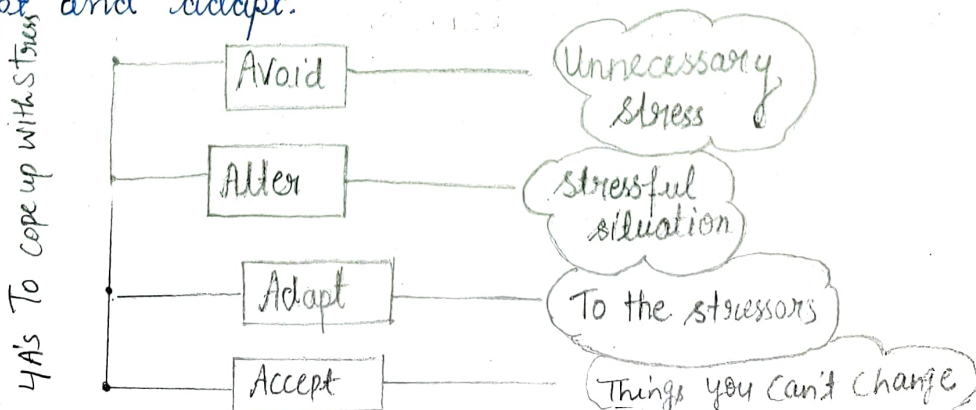
3. When you do this, you will be able to effectively process what is going on and what you must do to handle it.

4. By following the 4A's of stress management, you will be given a clear plan that you can use to handle any stressful situation.

5. The 4A's of stress management give you a plan that you can adjust to your liking.

6. It shows you a foundation for stress management that is proven to be successful for many people.

7. The four A's of stress management are to avoid, alter, accept and adapt.



[A] Avoid: Stress can often be avoided by using following approaches:

1. Take control:

- (i) Everyone has a circle of control in his life.
- (ii) This circle of control consists of actions and reactions to situations.
- (iii) Controlling your actions and reactions make you feel more secure in what you are doing.

2. Avoid people who bother you:

- (i) You can avoid the person who is a continuous source of stress by reducing the time you spend with them.
- (ii) Physical distance from someone who is causing stress can relieve tension.

3. Learn to say 'No':

- (i) The habit of working overtime or stretching too much can be extremely stressful to you.
- (ii) So, learn to say NO when you are already occupied and cannot accommodate extra work.

4. Planning ahead:

- (i) A lot of stress can be avoided by simply planning ahead.
- (ii) If you know that your day is going to consist of several tasks, make a to-do list.
- (iii) A to-do list helps to form a schedule of required tasks.
- (iv) Stratching an item off the to-do list can create a feeling of accomplishment.

[B] Alter: This step applies when you are in the middle of a situation that is already causing you stress. Approaches includes the following:

1. Ask others to change their behaviour:

- (i) You can respectfully ask someone to change their behavior.
- (ii) Also, you should be able to alter yourself too before asking the other person to change.
- (iii) This can help to avoid creating larger problems.

2. Communicate openly:

- ① Communicate your feelings openly.
- ② Using "I" statements will help you to regain control as your stress level rises.
- ③ Using these statements serves as a reminder that you are still in control of some aspects of the situation.

3. Manage time better:

- ① Try to manage your time better by grouping tasks that are similar.
- ② Grouping similar tasks together can increase efficiency, resulting in less stress.

4. State limits in advance:

- ① Create boundaries for yourself and state limits ahead of time, such as, "I've only got five minutes to talk."
- ② Letting the other person know that time is limited avoid any hard feelings.

C. Accept: Some stressors are entirely unavoidable, unalterable, or unadaptable. In such cases, the only way to cope is by accepting the situation and moving ahead. Approaches include the following:

1. Talk with others:

- ① Talk to someone about how you are feeling.
- ② You may not be able to change a situation, but that doesn't mean your feelings aren't valid.

2. Practice forgiveness:

- ① Forgiving is also an essential part of accepting the situation. Learning forgiveness releases negative energy from the mind and body.
- ② Learn to forgive people and keep negative energy away from you.
- ③ It helps in reducing the physiological effects of stress such as low BP.
- ④ It allows to focus on the present rather than dwelling on past grievances.

3. Try practicing positive self-talk:

- (i) Negative thoughts can escalate when you're stressed.
- (ii) Positive self-talk can reduce stress and help maintain objectivity.

4. Learn from your mistakes:

- (i) You can't change what has happened in the past, but you can learn from it for the future.
- (ii) Mistakes are inevitable and should be used as teachable moments.

[D] Adapt: If there is a stressor that cannot be avoided or altered, it is best to adapt yourself to it. This will help you regain your sense of control over the stressor. Approaches include the following:

1. Adjust Standards:

- (i) If you are in the habit of ensuring everything is just perfect, it can actually stress you out.
- (ii) Start setting reasonable standards for yourself and others and be happy with good work.
- (iii) Do not try to overdo it for the sake of perfection.

2. Reframe the issue:

- (i) Looking at situations from a different viewpoint is often helpful.
- (ii) You can try reframing the whole situation more positively.

3. Adopt mantra sayings:

- (i) Adopt a mantra such as, "I can do this," and repeat it to yourself during tough situations.

4. Create a list of happy resources:

- (i) Try to think about all of the things that make you happy in your life.
- (ii) Looking back on these things during a stressful situation can help calm the mind.

• Look
① Most
② This

Look at the big picture:

- ① Most stressful situations won't matter in a few years.
- ② This will make things seem less overwhelming.

Que 3 What do you understand by leadership? Explain the qualities of a good leader. (MKS-7)

Ans [A]. Leadership:

1. Leadership is an individual's competence to influence their teammates, i.e., it is the ability to frame effective plans and influence others to deal with all the difficulties efficiently with proper guidance.
2. It requires a clear vision of the desired goals and an ability to explore the various paths.
3. An individual who leads a position in a leadership process is known as "leader."

[B]. Qualities of leadership: Following are the qualities of good leadership:

1. Selflessness: The base and the heart of leadership quality is selflessness. The leader should set his objectives without being selfish and self-centric.
2. Courage: The most important human quality that a leader must retain is the courage to face the situations and take responsibility for success and failure of the decision taken by him.
3. Will power: Will power is a quality which is uniformly required in all prominent leaders. Thousands of difficulties emerge, and failures took place while executing plans. A good leader should have strong willpower to face hurdles instead of getting disappointed with failures.
4. Efficient communication: Good communication is the key to become an admirable leader. The logic behind it is clear if the leader carries all types of leadership qualities,

yet if he fails to communicate properly, he will never be an admirable leader.

5. Knowledge: Leaders learn by way of their exertions which build up their knowledge. They intensify their experience by working in the department of work which can't be interchanged by any device.
6. Honesty and Integrity: Honesty and integrity are the priceless assets of a leader and treated as the most commendable attribute of a leader. The leader should be honest with both his employees and the management of the organization.
7. Visionary outlook: It is one of the unique traits of the leader. They must be competent to look further where the company is standing today, recognize where the business is moving, and use that perspective to ~~run~~ run the company ahead.

Que 4. Elucidate importance of listening & Responding at Workplace.

Ans. Following are some key reasons why listening and responding are important in the workplace:

1. Building relationships: Listening attentively and responding thoughtfully helps build positive relationships with colleagues, supervisors, and clients.
2. Understanding needs and expectations: By actively listening to colleagues and stakeholders, individuals gain a better understanding of their needs, expectations and concerns.
3. Effective problem solving: By carefully listening to the details, concerns, and ideas expressed by others, individuals can gain valuable insights and gather all the necessary information to develop effective solutions.

an
5. Resolving conflict: Listening with empathy and responding constructively are essential for resolving conflicts in the workplace.

6. Enhancing team-work and collaboration: By actively listening to team members ideas, opinions, and feedback, individuals can foster an environment where everyone feels valued. Responding in a supportive manner encourages collaboration, creativity, and a shared sense of ownership.

7. Avoiding miscommunication and misunderstandings: Actively listening and responding appropriately minimize the chances of miscommunication, ensuring that information is accurately understood and conveyed.

8. Improving customer service: Listening to customer's needs, concerns, and feedback is vital for delivering exceptional customer service.

9. Learning and personal growth: Listening and responding facilitate continuous learning and personal growth.

Ques. Describe how an individual can overcome work related stress. (MKS-2).

Ans. Following are some ways to reduce stress:

1. Trace your triggers:

- ① Recognize what your triggers are.
- ② What situations make you feel physically and mentally agitated.
- ③ Once you know this you can avoid them.

2. Manage your time:

- ① Prioritizing your activities can help you use your time well.
- ② Making a day-to-day schedule helps ensure you don't feel overwhelmed by everyday tasks and deadlines.

3. Practice relaxation:

- ① Deep breathing, meditation and progressive muscle relaxation are good way to calm yourself.
- ② Taking a breath to refocus can have benefits beyond the immediate moment.

4. Exercise daily:

- ① Daily exercise produces stress-relieving hormones in your body and improves your overall physical health.

5. Set aside time for yourself:

- ① Schedule something that makes you feel good.
- ② It might be reading a book, going to the movies or getting a massage.

6. Eat well:

- ① Eating unprocessed foods, like whole grains, vegetables, and
- ② fresh fruit is the foundation for a healthy body and mind.
- ③ Eating well can also help stabilize your mood.
- ④ Avoid alcohol and drugs.

7. Talk to someone :

- ① Have an open conversation with your supervisor, friends, family, a counselor or a support group.
- ② Airing out and talking can help.

Que 2. Discuss the qualities & traits of a leader. Elaborate your answer by providing example with each traits.

Ans. Qualities of leadership :-

1. Selflessness : The base and the heart of leadership quality is selflessness. The leader should set his objectives without being selfish and self-centric.
2. Courage : The most important human quality that a leader must retain is the courage to face the situations and take responsibility for success and failure of the decision taken by him.
3. Will power : Will power is a quality which is uniformly required in all prominent leaders. Thousands of difficulties emerge, and failures took place while executing plans. A good leader should have strong willpower to face hurdles instead of getting disappointed with failures.
4. Efficient communication : Good communication is the key to become an admirable leader. The logic behind it is clear if the leader carries all types of leadership qualities, yet if he fails to communicate properly, he will never be an admirable leader.
5. Knowledge : Leaders learn by way of their exertions which build up their knowledge. They intensify their experience by working in the department of work which can't be interchanged by any device.

Honesty and Integrity: Honesty and Integrity are the priceless assets of a leader and treated as the most commendable attribute of a leader. The leader should be honest with both his employees and the management of the organization.

7. Visionary outlook: It is one of the unique traits of the leader. They must be competent to look further where the company is standing today, recognize where the business is moving, and use that perspective to run the company ahead.

Que 3. Illustrate the ways in which a leader is responsible for the growth of his team members and the organization.

Ans. A leader plays a pivotal role in fostering the growth of both team members and the organization. Here are ways in which a leader is responsible for this dual growth:

[A]. For team members:

1. Mentorship and coaching: A leader guides team members by providing mentorship, sharing expertise, and offering constructive feedback to help them improve their skills and knowledge.
2. Individual development plans: Leaders collaborate with team members to create tailored development plans that outline goals, skills to acquire, and opportunities for growth within the organization.
3. Skill enhancement: Leaders identify skill gaps and facilitate training, workshops, and learning opportunities that enable team members to acquire new skills and stay up-to-date.

[B]. For the organization:-

1. Vision and strategy: Leaders set a clear vision and strategy for the organization, aligning team efforts toward common goals and driving growth.
2. Talent development: A leader identifies potential leaders within the team, nurtures their abilities, and prepares them for higher responsibilities, ensuring a pipeline of capable successors.
3. Decision-making: Effective leaders make informed decisions that consider both short-term and long-term impacts on the organization's growth trajectory.
4. Communication: Transparent and open communication from leaders keeps the entire organization informed about strategies, goals and progress, fostering a sense of unity and purpose.

Ques 4 Describe the physical, psychological and behavioural symptoms of stress and their effects.

Ans [A]. Physical symptoms:-

1. Muscle tension: Stress-induced muscle contractions can lead to stiffness, pain, and discomfort.
Effect - muscle tension can contribute to conditions like tension headaches, migraines, and ~~pain~~ back pain.
2. Fatigue: Stress can disrupt sleep patterns, leading to persistent tiredness and reduced energy levels.
Effect - Fatigue can impact daily functioning and productivity.

Digestive issues: Stress can cause stomachaches, indigestion, bloating, and even exacerbate conditions like irritable bowel syndrome.

Effect - Chronic stress can contribute to stomachaches, indigestion, and bloating.

[B]. Psychological Symptoms:-

1. Anxiety: Stress often leads to heightened worry, apprehension, and unease about future events or circumstances.

Effects - Anxiety can interfere with daily activities, disrupt sleep, and contribute to a sense of unease.

2. Depression: Prolonged stress can contribute to feelings of sadness, hopelessness, and a loss of interest in previously enjoyed activities.

Effect - Depression can lead to a persistent low mood and negatively impact overall quality of life.

3. Irritability: Stress can lower tolerance for frustration, leading to increased irritability and mood swings.

Effect - Irritability can strain relationships and hinder effective communication.

[C]. Behavioural Symptoms:-

1. Changes in eating patterns: Stress can lead to overeating or loss of appetite, resulting in weight gain or loss.

Effect - This can result in weight gain, weight loss, and disruptions in nutritional intake.

2. Sleep disturbances: Stress can cause insomnia, difficulty falling asleep, or waking up frequently during the night.

Effect - This leads to fatigue, decreased concentration, and reduced overall functioning.

3. Social withdrawal - Stress can lead to avoiding social interactions.

Effect - This might lead to isolation and reduced interest in social activities.

Chapter-2

Q.1 Differentiate between hearing and listening.

Ans.

Hearing

- Hearing is an activity of receiving sound waves through ear.
- It is the ability.
- It is a continuous process.
- It uses only ear.
- It involves physiology.

Listening

- Listening is the activity of hearing sound waves and then analysing and understanding it.
- It is a skill.
- It is temporary process. We listen only when we care about sound.
- It uses different senses like hearing, seeing etc.
- It involves psychology.

Q.2 Explain active listening.

Ans. • It is a communication skill that involves going beyond simply hearing the words that another person speaks but also actively seeking to understand the meaning and intent behind it.

- It requires being an active participant in the communication process.
- It also makes the other person heard and valued.
- In communication, active listening is important because it keeps you engaged with your conversation partner in a positive way.

Q.3. Describe 5 types of listening.

Ans:

- Informational Listening: When we want to learn something, we use informational listening to understand and retain information.
 - ↳ High level of concentration is required.
 - ↳ You also need to apply critical thinking during listening.
- Biased Listening: It is also known as selective listening. You hear what you want to hear and discard all the other information.
- Evaluative / Critical Listening: - You make judgement on what is being said. eg:- professional fields, interviews etc.
 - ↳ You critically examine things.
- Comprehensive Listening: - It is the interpretation of words and ideas.
 - ↳ Unlike discriminative listening, it requires language skills. The listener should understand the language and vocabulary.
- Discriminative Listening: - It is when the listener interprets and assigns meaning to sound rather than to words.
 - ↳ when you look past the words you hear to detect the underline message.

Q.4 Write five important tools for improving listening skills using TED TALKS.

- Goal:
- Listen with clear objective in mind.
 - Listening with no distraction
 - Making notes.
 - Script reading.
 - Observe meta communication (non-verbal gestures, tone, pitch, facial expressions, eye contact etc).

Q.5 Write the purpose of active listening.

- Goal:
- Active listening helps build trust and understand other people situations and feelings. This empowers you to offer support and empathy.
 - To eliminate any misunderstanding and establish clear communication of thoughts and ideas between the speaker and listener.
 - Unlike critical listening, active listening seeks to understand rather than reply.
 - The goal is for the other person to be heard, validated and inspired to solve their problem.

Q.6 Write the traits of a good listener.

- Goal:
- Being focused.
 - Attentiveness
 - Without expectation
 - Ready to Respond.
 - Listening more & speaking less.
 - No interruption.
 - Body gesture.
 - Learning through listening.

Q.7 Write the importance of notes taking.

Ans: Notes are a useful record of key information and the source of that information.

- To implant the material in the mind.
- Helps to make one self more attentive.
- Selecting what to note down increases your understanding.
- Helps you to retain and revise the information.

Q.8 Explain 'Phoneme' and 'Syllable'.

Ans: The Phoneme: Phoneme is the smallest unit of speech that can be used to make one word different from another word such as "b" and "p" in "big" and "pig". The first need of spoken English is that we hear and speak the sounds of English speech correctly and distinctly otherwise we may hear big as pig and pig as big.

The Syllable: After the phoneme, the next higher unit of sound is the syllable. Syllable is defined as a unit of pronunciation uttered without interruption, forming the whole or a part of a word and usually having one vowel sound, often with a consonant.

eg:- There is one syllable in "man", two in "woman" and three in "womanly".

Q.9 Explain 5 speaking styles.

- Ans:
1. Informative: This speaking style means a straight-forward and formal approach, objective in nature, using simple language. It is suitable for conveying facts and knowledge based messages. Examples include: announcement in public places.
 2. Humorous: This speaking style involves an informal approach, using clever wordplay to create humour. Speaker stakes liberty to entertain listeners aiming for amusement. eg:- Stand up comedy etc.
 3. Frozen: This style represents the most formal level, characterized by a rigid, formal tone, scientific vocabulary and complex sentence. eg:- international meetings etc.
 4. Motivational: This speaking style is employed to inspire listeners to take action, characterized by high energy and dynamic delivery.
 5. Complaining: This speaking style employs negative language and may involve a loud or aggressive tone to express grievances or complains, delivering negative feedback.

Unit: 4Presentation & interaction skills

Q. Explain Oral Communication.
Oral Communication

1. Oral communication is the process of verbally transmitting informations and ideas from one individual or group to another.
2. It involves using speech to exchange information and ideas.
3. It encompasses various forms such as speeches, debates, phone conversations, seminars and interviews.
4. This communication can occur face to face or through electronic devices like phones and it can be either formal or informal.

Q. Write advantages of oral communication.
Advantages of Oral Communication

1. Saves times: Unlike written communication, it often requires less time to prepare and deliver.
2. Quick and direct: Messages can be conveyed instantly without delays allowing

for immediate feedbacks and clarification.

3. Flexible: It allows speakers to adjust their message and delivery based on the audience's reactions and understanding.
4. Builds relationship: It strengthens interpersonal connections through face to face interactions and emotional expressions.
5. Persuasive path: ^{power} Spoken words combined with emotion and expression can be more convincing than written texts.

Q Write about importance of presentation.
Importance of Presentation

(i) Effective communication: A strong presentation skill ensures that your ideas are contained conveyed clearly and persuasively.

(ii) Building confidence: Being able to present your thoughts and ideas effectively boosts your self esteem and confidence.

(iii) Engaging others: A good presentation captures the audience attention making them more receptive to your ideas.

(iv) Professional growth: Strong presentation skills are often linked to leadership qualities and can help you stand out in professional and academic settings.

(v) Problem solving: Presenting allows you to address questions or challenges in real time, showcasing your problem solving and critical thinking skills.

(vi) Non-verbal communication: How you present including your body language, eye contact and tone of voice adds depth and meaning to your words.

Q What are objectives of Presentation?
Major Objectives of Presentation

- To inform
- To educate
- To demonstrate
- To persuade
- To negotiate

Presentation Strategies

1. Planning
2. Prepare and Organise
3. Practice or rehearse
4. Perform or present.

1. Planning → Planning the presentation is the most important element. It helps the presenter to;

- To know the audiences and stimulate their interest.
- Be sensitive to the needs and expectations of the audience.
- Know your purpose.
- Analyse the occasion
- Fit the material to the time at your disposal.

→ Select and narrow a topic for your presentation.

Planning presentation involves

- a) Purpose Identification :- It should start by defining its purpose. General purpose include to inform, to persuade, to demonstrate.
- b) Audience Analysis :- It is an integral part of oral presentation. It includes identifying audience characteristics, analysing audience needs and expectations.
- c) Occasion Analysis :- The occasion on which the presentation is to be made should be analysed in order to understand the nature of the event or communicative situation.
- d) Topic Finalization : Choose a suitable title. The title gives the audience the first glimpse of the presentation and they form their first impression. Therefore, it is essential that the title is appropriate and conveys the essence of the message.

2 → Preparing Presentation

• Being prepared helps the presenter;

- To deal with speech anxiety effectively.
- To develop confidence.
- Seek precise and relevant examples and illustrations.
- Seek for accuracy.

Preparing for a presentation involves -

- a.) Developing central idea
- b.) Gathering supportive material
- c.) Planning visual aids.

Organising Presentation:

1. Good organisation is essential for effective presentation.
2. There are 3 T's to remember:
 - (i) Tell the audience what you are going to tell:
 - (ii) Tell it
 - (iii) Tell them what you have told (summary)
3. Divide the presentation into 3 distinct parts:
 - (i) Introduction
 - (ii) Main Body
 - (iii) Conclusion

3. Practice or Rehearsing Presentation

- (i) It is important to rehearse the presentation properly because it will give you more confidence and avoid any distraction and deviation during actual presentation.
- (ii) It will make you familiar with your message and will give sufficient time to make positive changes in the presentation.
- (iii)

4. Perform or Present / Delivery of Presentation

- (i) Once the presentation has been planned, prepared, organised and rehearsed properly and systematically it can be delivered.
- (ii) It is essential to improve delivery in order to give effective presentation.
- (iii) Improving delivery involves understanding several delivery methods, choosing an appropriate method and controlling and reducing stage fear.
- (iv) There are 4 basic kinds of delivery

methods :-

1. Manuscript method : • The word manuscript is the clue to the style. The speech is written and the speaker reads it word to word to the audience.

- This method is useful while presented a technical paper or report that may contain complex technical information or statistical data.

2. Impromptu Method

- In this method, we deliver a speech without any prior preparation.

- The word impromptu means without preparation or organization.

- We sound very natural because we do not get enough time to make any elaborate preparation.

- We are spontaneous as we say what we feel, not what we ought to say.

3. Extemporaneous Method :

- Extempore is a speech given at the spur

of the moment without any prior preparation at time

- At times, a few minutes are given to prepare for a topic to say.
- Extempore is conducted to understand various points from a ~~candidate~~ candidate and hence has a lot of challenges.

4. Memorizing method

- In this method, the speaker is fully prepared in advance and one in which the speaker does not use any notes. It is the act of memorizing the information in a speech.
- There is a benefit in delivering a speech this way. It does not require the speaker to carry note cards around the stage. He can focus on his audience's body language and facial expressions.



BUDDHA SERIES

(Unit Wise Solved Question & Answers)

Course – B.Tech (ASH)
College – Buddha Institute of Technology
(AKTU CODE-525)

**Department: Applied Science and
Humanities**

Subject: SOFT SKILL
(BAS-105/205)

Unit - 3

UNIT-3

Sem I (2022-23) (odd)

Que 1) What is Assimilation in reference to reading style?

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

- When we say we have understood a concept after reading a chapter, we have actually done assimilation.
- It is the end product of skimming, scanning and churning processes.
- Assimilation is related to the processes of grasping the contents of the reading text.
- Assimilation is slower process as compare to skimming and scanning processes.
- Following are the significant ingredients of assimilation process.
 - i) Structure of the text
 - ii) Structure of paragraphs
 - iii) Author's viewpoint
 - iv) Summarizing.

Que 2) Write a note on reading style while explaining skimming and churning.

- Ans) 1. Reading style refers to the approach and techniques individuals use when reading different types of texts.
2. It can vary based on the purpose of reading, the complexity of material, and the time available.

3. Two common reading techniques are skimming and churning, which are used to quickly grasp the main ideas or key information from a text.

Skimming:-

- Skimming refers to the process of reading a passage in order to get a rough idea of what the passage is all about.
- Skimming is used to get the overall picture of material.
- It is a rapid reading technique that prepares the reader for detailed reading.
- The reader needs to use a reading strategy that involves fast reading and quick analysis.
- Skimming also involves discovering the purpose and organisation of a text.
- Skimming involves following three main skills:
 - (i) Identifying the central idea
 - (ii) Recognising main ideas
 - (iii) Identifying the writing patterns of the passage/text

Churning:-

- The process of extracting the useful information out of whole content by reading number of times is known as churning.
- After you skim and scan the text to get the core idea and gist of the text.
- To churn out the gist of the text we need to stir up the ideas and words that we have read.
- However, churning happens only when we have completed the skimming and scanning processes of reading.
- We must have had a quick reading of the text once or twice to understand its primary and secondary ideas.

main After thorough understanding of the matter the reader can visualize the gist information out of the whole text.

Following are the significant ingredients of churning process:

- (i) Reading and Interpretation
- (ii) Reading between lines
- (iii) Inferring the lexical and contextual meanings.
- (iv) Understanding the discourse coherency.

Que 3) Distinguish between Agenda of the meeting & minutes of meeting with example.

Ans) S.No.	Agenda of the meeting	Minutes of the meeting	
<u>1.</u>	Definition	A list or outline of topics to be discussed	A written record of what transpired during the meeting.
<u>2.</u>	Purpose	Sets the objectives & focus of the meeting	Document discussions, decisions, and action items.
<u>3.</u>	Prepared by	Typically prepared by the meeting organizer.	Usually prepared by a designated meeting minutes taker.
<u>4.</u>	Contents	Provides a chronological order of the agenda items and their sequence.	Summarizes discussions, decisions, and action points
<u>5.</u>	Focus	Future-oriented outlining what will be discussed	Past-oriented, documenting what was discussed and decided

	Agenda of the meeting	Minutes of the meeting.
Example	Agenda	Minutes
	Introduction and welcome	Meeting called to order by the chairperson
	Discussion on marketing strategies	extensive discussion on marketing strategies
	Presentation of quarterly sales report	Presentation of quarterly sales report by the sales team
	Announcement of new product launch	Announcement of new product launch by the CEO
	Setting next meeting date and time	Next meeting date & time agreed upon

Ques) write a paragraph on deductive method and underline the topic sentence.

Ans) The deductive method of paragraph writing involves presenting the main idea first, following by supporting details. By using the method:

Title: Benefits of regular exercise

Regular exercise is essential for maintaining good health. Engaging in physical activities has numerous advantages for our bodies. Firstly, it helps to keep our heart healthy by improving blood circulation. This reduces the risk of heart diseases and ensures that our cardiovascular system function efficiently.

Additionally, exercise plays a crucial role in maintaining a healthy weight. When we engage in physical activities, we burn calories, which helps prevent obesity and related health issues.

Moreover, regular exercise is beneficial for our mental well-being. It releases endorphins, commonly known as "feel-good" hormones which reduce stress and elevate our mood. This is particularly important for students who often face academic pressure.

Furthermore, exercise enhances our concentration and cognitive functions, leading to improved academic performance.

In conclusion, the benefits of regular exercise extend beyond physical fitness. It positively impacts our cardiovascular health, helps maintain a healthy weight, and contributes to our overall mental well-being. Encouraging a habit of regular exercise from a young age sets the foundation for a healthier and happier life.

Unit 3

Sem II (2022-23) Even

Ques 17 Discuss the relevance of a 'Notice' in business communication. (MKS 2)

Ans > A 'Notice' in business communication serves as a formal announcement of important information.

- It informs recipients about changes, events, or policies, fostering transparency and alignment.

- Notices aid in organizing activities, managing expectations, and ensuring that stakeholders are well-informed, contributing to effective decision-making and smooth operational processes.

- The format & language used in notices are typically clear & concise, ensuring that the information is easily comprehensible.

- Notices enhance organizational communication by acting as a reliable means of disseminating crucial information in a structured & timely manner.

Ques 27 Identify the various components that are required to make a paragraph meaningful. (MKS 7)

Ans > A paragraph consists of following components that are required to make it meaningful:

1. Topic Sentence: The topic sentence introduces the main idea of the paragraph, acting as a roadmap for a reader.

2. Supporting details: These are specific pieces of information, examples, or evidence that elaborate on and support the topic sentence.

3. Transitions: Transition words and phrases connect sentences & ideas, ensuring a smooth flow & logical progression of thought.

4. Unity: All sentences in the paragraph should relate directly to the main idea presented in the topic sentence, maintaining a focused and consistent message.

5. Coherence: Coherent paragraphs have a logical & organized structure, with ideas arranged in a clear & sequential manner.

6. Concluding sentence: The concluding sentence wraps up the paragraph, summarizing key points, providing closure, or offering a final thought.

7. Order & Organization: Ideas should be presented in a logical order, following patterns such as chronological, spatial, cause-effect, or order of importance.

8. Consistency of voice and tone: The paragraph's tone & voice should remain consistent throughout to ensure a cohesive & engaging narrative.

9. Clarity & Conciseness: Clear & concise language helps convey ideas efficiently & effectively, enhancing reader understanding.

10. Grammar & Mechanics: Correct grammar, punctuation & spelling are crucial for clear communication & maintaining the credibility of the writer.

Ques no 37 Articulate the characteristics of effective writing.
(MKS 7)

Ans 7 Following are the main characteristics of effective writing :

1. Clarity : Effective writing is clear & easily understood by the reader. It avoids ambiguity, convoluted sentence structures, & jargon that might confuse the audience. The writer's message should be transparent & straight forward.
2. Conciseness : Effective writing uses concise language to convey ideas effectively efficiently, avoiding redundant phrases, filler words & excessive repetition.
3. Coherence : Effective writing maintains a clear & organized structure, with each paragraph & section building upon the previous ones. Transitions are used to guide the reader through the text.
4. Unity : Effective writing maintains a central theme or main idea throughout the piece. Each sentence & paragraph contributes to the overall purpose & thesis of the writing.
5. Precision : Effective writing uses precise & specific language to communicate ideas accurately. It avoids vague or overly general terms.

6. Grammar & mechanics: Proper grammar, punctuation & spelling are essential for effective writing.

Errors in these areas can distract the reader & undermine the writer's credibility.

7. Voice & Style: Effective writing maintains a consistent voice & style that aligns with the purpose of the piece, whether it's formal, conversational, academic or creative.

Ques 4 > Discuss the various methods of writing a paragraph. Support your answer with relevant examples.

Ans > Following are the various methods of writing a paragraph:

1. Inductive method :-

1) Inductive method begins with the author ~~and~~ introducing an issue without proposing a solution or stating a position.

2) This is an order in which the author moves from particular statements to the general statement.

3) The author gives details, arguments or illustrations, which lead finally to the conclusion.

4) In this order, the topic sentence usually comes at the end of the paragraph.

Inductive
67 Inductive methods are more difficult for an audience to follow.

67 They are less commonly found than deductive methods.

77 Inductive arguments can be organized in a variety of ways.

87 Example: Ram is a writer. Ram struggles with writer's block. Therefore, all writers struggle with writer's block.

2. Deductive method :-

17 Deductive method is the reverse of inductive method.

27 It is the most popular method used by writers.

37 Deductive method first states an idea which is then illustrated.

47 The movement is from the general statement to particular details.

57 In other words, the author tries to deduce his conclusions logically from the general statement made in the topic sentence.

67 The topic sentence is usually the first sentence in the paragraph.

77 Examples: All writers struggle with writer's block. Ram is a writer. Therefore, Ram struggles with writer's block.

3. Exposition Method :-

- 1) Exposition is a type of oral or written discourse that is used to explain, describe, give information or inform.
- 2) In this method, the topic sentence is usually the first sentence.
- 3) The entire paragraph is devoted to an explanation of the topic sentence.
- 4) The author may try to explain the idea in simple words & give his comments on it in order to make it more intelligible.
- 5) Exposition is also used to explain how to perform an operation, or how to operate a machine.
- 6) The emphasis is purely on definition, comments rather than on illustration, though occasionally one may find the exposition & deductive order have been mixed in one paragraph.
- 7) Examples : Scientific reports, academic essays & magazine articles.

4. Linear Technique / Method of Writing :-

- 1) Linear method presents information in a logical manner by telling what happens from one point in time to the next.
- 2) In linear method, one line logically leads to the other.
- 3) All the sentences in the paragraph are interlinked.
- 4) Paragraphs developed in a linear fashion present the logical progression of a process.
- 5) Example :
 - i) First, go to the start menu.
 - ii) Then, go to control panel.
 - iii) Next, click uninstall a program.
 - iv) Then, select the program you want to remove.
 - v) Finally, click uninstall at the top of the page.