**Soft Skill for Managers**

**September 2022 Examination**

**Q1. “There are only two types of speakers in the world. 1. The nervous and 2. liars.” – Mark**

**Twain**

**In the light of the above statement, share your personal opinion. (10 Marks)**

**Ans 1.**

**Introduction**

Public speaking is important in both business, education, and the public arena. There are many benefits to speaking in public whether you're an individual or a business. Public speaking is a presentation that is given live before an audience ranging from different topics, sometimes this speech aims at educating, entertaining, or influencing the audience. visual aids in the form of an electronic slideshow projected are used to supplement the speech. This makes it more interesting and livelier to the listeners. A public speaking presentation is different from an online presence whereby the online presentation is always available at any

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**Q2. Is First impression the last impression?**

**In the light of the above statement, share your personal experience. (10 Marks)**

**Ans 2.**

**Introduction**

The reason behind this phenomenon is that the first impression sets the ball rolling, and every subsequent meeting or impression is most likely an extension of that. That's why you should consider that the first impression is the last and prepare accordingly. In psychology, a First impression is an event when one person first encounters another person and forms a mental image of that person. Impression accuracy varies depending on the observer and the target person, object, and scene being observed. This first impression is based on a wide range of characteristics: age, race, culture, language, gender, communication style, accent, physical

**Q3. Case Study**

**John graduated from high school, got admission in a management college in a nearby city, and moved in as house mate with Tony and Robert. After a month Tony and Robert nearly decided to ask John to move out because he had failed to do his share of house hold work. John not only make excuses for not doing his share of work but also leaves the task half way. One day when Tony and Robert were out for work, John invited his friends over for a house party, and later went along with his friends for a movie. When Tony and Robert returned, they saw the entire house was in a mess. So, they decided to finally take action. They first organized and cleaned the entire house. Then they went into Johns room and did a thorough tidying up. They finally left a note on his bed: “this sets the standard. If you wish to continue living with us, please change your attitude and keep our home as neat and clean as you saw it now.”**

**a. What are the set of etiquette that John needs to follow when he is staying as a housemate with his friends? (5 Marks)**

**Ans 3a.**

**Introduction**

Professional etiquette is an unwritten code of conduct regarding the interactions among a group of friends or in a business setting. When proper professional etiquette is used, all involved can feel more comfortable, and things tend to flow more smoothly. Professional etiquette plays a monumental role in making a lasting positive first impression. In

**b. Assume that you have to deal with John. What would you tell John to resolve the situation? (5 Marks)**

**Ans 3b.**

**Introduction**

When most parents think about teaching manners, they envision telling a preschooler to say 'please' and 'thank you.' But, good manners go far beyond those words and it's important to make sure you're teaching your child good manners into the teen years. Sometimes, teens need a little refresher in the basic manners department to improve on their etiquette. It's easy