**Soft Skills for Managers**

**December 2022 Examination**

## “Clothes and manners do not make the man, but, when he is made, they greatly improvehis appearance.” ~Harriet Ward Beecher

## 1. What do you mean by the statement? Explain the things to keep in mind when trying to look the part you want. (10 Marks)

## Ans 1.

## Introduction

Soft skill is an interpersonal skill of the person sustaining interacting with other personnel politely and sympathetically and developing an influence on others. Soft skills and manners are vital for human beings to be successful in the workplace and attain goals and success in life. In the specialist area, it is essential to establish the abilities of soft skills and good manners to develop a one-of-a-kind character mindset. The other part of the soft skill is the complex skill that includes the technical skill of the individual with support to be successful. Soft skills and good manners are the secrets to success, sustaining interaction with the supervisors and

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**2. Your body language makes up 55% of your total communication. No matter what words we use, our body language is what determines if we come off as confident. So how do you get a confident body language? (10 Marks)**

## Ans 2.

## Introduction

Communication skill is one of the essential parts of the interaction, and in the same stage of life, people interact with numerous individual in offices or at home. The communication experts think that the impact of communication is 45%, but 55% of function is played by body language. Body movement is a non-verbal sign that encompasses facial expressions and hand gestures. A person with simple body movement and facial expression favorably affects the listener, and the proper posture brings an appealing individuality look and a friendly nature. For instance, beginning

**3. Case Study**

**Barbara is an experienced manager in her company. She has recently been promoted. One of her new responsibilities includes making a quarterly progress report to her division of 100 employees. Barbara is very nervous speaking in front of people. She is even not confident to handle questions of the audience.**

**a. What can be done to overcome Barbara’s Stage Fear? (5 Marks)**

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## Ans 3a.

## Introduction

Communication is a reliable device to handle problems and bring efficient services. It is an effective means to provide a powerful presentation to the audience and efficiently answer dare concerns. Barbara is a seasoned supervisor has anxiety about the audience. The author has gone

**b. How should Barbara handle questions of the audience? (5 Marks)**

## Ans 3b.

## Introduction

At the end of the presentation, the audience is ready to ask the question to the speaker, clear the question and provide responses. It is an integral part of the conversation to interact successfully to obtain feedback and manage the stage for better outcomes. Allowing the audience to talk becomes part of the