**Soft Skills for Managers**

**April 2024 Examination**

**Q1. As a leader at work, you are time and again communicating with one and all. This may be one-on one communication , or in groups or in larger teams. This could be verbal or in written form. What according to you is the importance of communication? Also mention as a leader why it is an important skill to have. (10 Marks)**

**Ans 1.**

**Introduction**

Effective communication stands as the cornerstone of successful leadership within the modern workplace. It transcends mere exchange of information; it is about understanding the emotions and intentions behind the information. As leaders, the ability to communicate effectively is paramount not only in guiding teams towards achieving organizational goals but also in fostering an environment of trust and respect. This skill facilitates the clear conveyance of vision and expectations, encourages open dialogue, and aids in conflict resolution. In essence, adept communication skills enable leaders to connect with their team

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**Q2. What do you understand by the word Etiquettes? Why are they important in daily life? (10 Marks)**

**Ans 2.**

**Introduction**

Etiquette refers to the set of conventional rules and norms governing social behavior within a society or among members of a particular profession or group. These unwritten guidelines on how to interact courteously and respectfully are deeply rooted in cultural and societal values, influencing how individuals communicate, behave, and treat one another in various settings. In daily life, etiquette plays a pivotal role in fostering positive interactions, building harmonious relationships, and facilitating smooth social exchanges. Whether in personal or professional contexts, adhering to proper etiquette is essential for conveying respect, empathy, and consideration for others. It reflects an individual's understanding of social

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**Q3a) What is One on one communication? And how do you prepare for it. (5 Marks)**

**Ans 3a.**

**Introduction**

One-on-one communication refers to a direct form of interaction that occurs between two individuals. This personalized mode of communication is foundational in both personal and professional settings, serving as a key mechanism for sharing information, resolving conflicts, and building relationships. Preparing for one-on-one communication involves a thoughtful approach to ensure that the conversation is productive, respectful, and achieves its intended objectives. By focusing on preparation, individuals can enhance the quality of the interaction,

**b) How to be a better listener? Suggest 5 things one can do. (5 marks)**

**Ans 3b.**

**Introduction**

Being a better listener is an essential skill that enhances communication and strengthens relationships in both personal and professional contexts. Listening goes beyond merely hearing words; it involves understanding, empathizing, and engaging with the speaker. This skill is fundamental for effective communication, as it fosters an environment of trust and respect, encourages the exchange of ideas, and facilitates conflict resolution. Improving listening skills requires intentional practice and mindfulness. By focusing on the speaker,