

**B. A GENERAL  
(BAG)**

**ASSIGNMENT  
( For July,2025 and January, 2026 Session)**

**(BEGE-145)  
Soft Skills**



**School of Humanities  
Indira Gandhi National Open University  
Maidan Garhi, New Delhi-110068**

**ASSIGNMENT  
For  
SOFT SKILLS  
(BEGE-145)**

**Programme: BAG/2025-26  
Course Code: BEGE- 145**

Dear Student,

You are required to do one assignment for the course in English titled *Soft Skills* Code BEGE-145, which will be a Tutor Marked Assignment (TMA) and carries 100 marks. Each assignment covers the entire course.

**Aims:** This TMA is concerned mainly with assessing your application and understanding of the course material. You are not required to reproduce chunks of information from the course material but to apply the information you have acquired during the course of study. This assignment aims to teach as well as to assess your performance. Please ensure that you read all the units of the course. Do make points as you go along. If there is anything you do not understand, please ask the Counsellors at your Study Centre for clarification. Once you are able to do the assignment satisfactorily, you will be ready to take the Term-end exam with confidence.

**Instructions:** Before attempting the assignment, please read the following instructions carefully.

1. Read the detailed instructions about the assignment given in the Programme Guide.
2. Write your Enrolment Number, Name, Full Address and Date on the top right corner of the first page of your response sheet(s).
3. Write the Course Title, Assignment Number and the Name of the Study Centre you are attached to, in the centre of the first page of your response sheet(s).

The top of the first page of your response sheet should look like this:

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**ENROLMENT NO.....**  
**NAME.....**  
**ADDRESS.....**  
**COURSE TITLE:.....**  
**ASSIGNMENT NO:.....**  
**STUDY CENTRE:.....DATE: .....**

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4. Use only A4 paper size for your assignment and tag all the pages carefully.
5. Write the relevant question number with each answer.
6. You should write the answer in your own handwriting.
7. **Submission:** The completed assignment should be sent to the Coordinator of the Study Centre allotted to you by **30<sup>th</sup> September (for December Exam) and 31<sup>st</sup> March (for June Exam) or the dates given on the IGNOU website.** Please read the instructions given in your Programme Guide.

Now read the following guidelines carefully before answering the questions.

### **GUIDELINES FOR TMAs**

You will find it useful to keep the following points in mind:

1. **Planning:** Read the questions carefully. Go through the points on which they are based. Make some points regarding each question and then rearrange these in a logical order. And please write the answers in your own words. Do not reproduce passages from the units.
2. **Organisation:** Be a little more selective and analytic before drawing up a rough outline of your answer. In an essay-type question, give adequate attention to your introduction and conclusion. The introduction must offer your brief interpretation of the question and how you propose to develop it. The conclusion must summarize your response to the question. In the course of your answer, you may like to make references to other texts or books as this will add some depth to your analysis.

**Make sure that your answer:**

- (a) is logical and coherent;
  - (b) has clear connections between sentences and paragraphs;
  - (c) is written correctly giving adequate consideration to your expression, style and presentation;
  - (d) does not exceed the number of words indicated in the question.
3. **Presentation:** Once you are satisfied with your answers, you can write down the final version for submission, writing each answer neatly and underlining the points you wish to emphasize.

***Note: Remember that you must submit your assignments before you can appear for the Term End Exams. Please remember to keep a copy of your completed assignment, just in case the one you submitted is lost in transit.***

***Good luck with your work!***

**BEGE-145**  
**ASSIGNMENT: SOFT SKILLS**

**Programme: BAG/2025-2026**  
**Course Code: BEGE-145**  
**Total Marks: 100**

**Instructions: Attempt all questions. All questions carry equal marks.**

Q1. Read the following passage carefully and answer the questions that follow:

In today's interconnected world, *emotional intelligence* has emerged as a crucial determinant of personal and professional success. While academic achievements and technical skills are important, emotional intelligence—or EQ—enables individuals to navigate complex human interactions, manage stress, and maintain resilience in challenging situations.

Emotional intelligence involves several core components: self-awareness, self-regulation, empathy, social skills, and motivation. Self-awareness allows individuals to recognize their emotional states and the impact of their behaviour on others. Self-regulation refers to the ability to control impulsive feelings and behaviours, manage emotions in healthy ways, and take initiative. Empathy—the capacity to understand others' perspectives and emotions—forms the basis of effective interpersonal relationships and leadership.

In professional environments, emotionally intelligent individuals are better equipped to resolve conflicts, lead teams, and adapt to change. They listen actively, communicate clearly, and show sensitivity to colleagues' needs. Employers increasingly seek professionals with high EQ, as these employees foster positive work cultures and demonstrate collaborative spirit.

Developing emotional intelligence is an ongoing process. It requires introspection, feedback, and conscious effort to manage one's reactions. In a rapidly evolving workplace, where remote interactions and virtual collaborations are now common, EQ is not just a soft skill—it is an essential skill for building trust and sustaining productive relationships.

Q1 a) Answer the following questions:

(5 x 2 = 10 marks)

- i. What are the five key components of emotional intelligence?
- ii. Why is self-awareness considered a foundational skill in emotional intelligence?
- iii. How does empathy contribute to professional relationships?
- iv. What are the benefits of emotional intelligence in the workplace?
- v. Why is EQ described as an essential skill in today's work environment?

Q1 b) Pick out words from the passage that are synonymous with the following: (5 x 1 = 5 marks)

- i. Awareness and understanding of one's own character or feelings (para 2)
- ii. Control or guidance of one's behaviour (para 2)
- iii. Strong desire or drive to achieve something (para 2)
- iv. Ability to change or be changed according to circumstances (para 3)
- v. Careful thought and examination of one's own thoughts and actions (para 4)

Q1 c) Based on your understanding of the passage, explain in your own words why emotional intelligence is important for success. (5 marks)

Q2. Write short notes on any two of the following: (2 x 10 = 20 marks)

- i. Importance of active listening in personal and professional communication
- ii. Ways to build a growth mindset and overcome limiting beliefs
- iii. The role of time management in achieving academic and career goals
- iv. Group dynamics and conflict resolution techniques in team settings

Q3 a) Frame questions based on the answers given below: (5 x 1 = 5 marks)

- i. \_\_\_\_\_? I completed my internship with a media company last summer.
- ii. \_\_\_\_\_? Yes, I've participated in several debates and group discussions.
- iii. \_\_\_\_\_? My biggest strength is my ability to stay calm under pressure.
- iv. \_\_\_\_\_? I would like to improve my public speaking and presentation skills.
- v. \_\_\_\_\_? Yes, I plan to attend a leadership workshop next month.

Q3 b) Fill in the blanks with the correct form of the verbs in brackets (past simple or present perfect):  
(10 marks)

Developing soft skills is a lifelong journey. I (1) \_\_\_\_\_ (learn) a great deal about communication and time management in the last few months. I (2) \_\_\_\_\_ (attend) a workshop last weekend that focused on leadership and team-building. The trainer (3) \_\_\_\_\_ (give) us practical exercises, which I found helpful. Over the past year, I (4) \_\_\_\_\_ (take) part in several

extracurricular activities to improve my interpersonal skills. These experiences (5) \_\_\_\_\_ (teach) me the value of cooperation. One of the turning points (6) \_\_\_\_\_ (be) my experience as a class representative, where I (7) \_\_\_\_\_ (coordinate) with faculty and students. I (8) \_\_\_\_\_ (never/realize) how much patience and empathy were needed until then. Recently, I (9) \_\_\_\_\_ (start) volunteering for a local NGO that supports underprivileged children. This work (10) \_\_\_\_\_ (inspire) me to pursue a career in social work.

Q3 c) Complete these sentences with the correct comparative or superlative form of the adjectives in brackets: (5 x 1 = 5 marks)

- i. Communication is one of the \_\_\_\_\_ (important) life skills in today's world.
- ii. He is the \_\_\_\_\_ (confident) speaker in our class.
- iii. Working in a team is often \_\_\_\_\_ (productive) than working alone.
- iv. Among all my classmates, she has the \_\_\_\_\_ (good) presentation skills.
- v. The training session was \_\_\_\_\_ (helpful) than I expected.

Q4. Write a report on a skill development workshop conducted in your college or community. Include the following details: (20 marks)

- i. Title and objective of the workshop
- ii. Key sessions and speakers
- iii. Activities or practical sessions held
- iv. Student or public participation and feedback
- v. Learning outcomes and your personal reflection

Q5. Write a dialogue between two students discussing how soft skills are helping them in their academic life and future career planning. (20 marks)  
(Include ideas such as confidence, teamwork, problem-solving, handling failure, and digital communication.)