

**Certificate in Communication Skills
(2015-2016)**

Term End Examination

December 2016

CCS-04: Communication Skills for Career Building

Time: 3 Hours

Maximum Marks: 100

(Weightage: 75%)

**Note: (i) There are three sections A, B and C.
(ii) Attempt three questions from Section A, three questions from Section B and Question 9 under Section C which is compulsory.
Figures on the right hand margin indicate marks.**

Section-A

Answer the following questions in about 1000 words.

[20X3=60]

1. Your office has advertised for the post of a Manager. You would like to apply for the post. Draft a covering letter justifying your candidature for the job. Prepare a suitable resume to be attached with this letter.
2. What are the skills required to successfully participate in a group discussion? If you are shortlisted for a job, what preparations would you make to face the group discussion?
3. Your office organized a meeting of all the members of the staff to discuss the preparation for the next Annual Meeting of the Stakeholders, the items to be presented in the meeting and the new initiatives to be taken to expand the network of its services to the people. Prepare the minutes for the meeting to be sent to the headquarters for approval.
4. What qualities do you require to be successful as a team manager? Describe with suitable examples.

Section B

Answer any three of the following questions in about 250 words.

[10X3=30]

5. Your office celebrated the World Environment Day by planting 100 saplings in the office premises. Write a Press Release to be given to the media to cover this event.
6. Write an e-mail to your Programme Coordinator describing the problems you have faced while pursuing the programme and suggest measures to improve the quality of support services to the learners.
7. What precautions should one take while making a power-point presentation?
8. Why is time management important in personal and professional life?

Section C

9. Write short notes on any two of the following.

[5X2=10]

- (a) Telephonic communication
- (b) Stress management
- (c) Leadership styles