

TERM END EXAMINATION - DECEMBER, 2018
CERTIFICATE IN COMMUNICATION SKILLS
(CCS-04)
SOFT SKILLS

CCS-04

Total Marks: 100

Time: 3 Hours

(Instructions: Answer all the questions from Group A, answer any four questions from Group B & any four from Group C and any two questions from Group D)

(GROUP A)

Q.1 Multiple-Choice Questions-

(10x1=10)

- i. Tone, voice, pace and quality of voice are referred to as
 - a. Linguistics
 - b. Paralanguage
 - c. Oculistics
 - d. Kinesics
- ii. Kinesics is associated with-
 - a. Body language
 - b. Speech
 - c. Team management
 - d. Stress management
- iii. Job fit means-
 - a. Knowledge of the candidate matches the job requirement
 - b. Technical Skills of the candidate matches the job requirement
 - c. Status of the candidate matches the job requirement
 - d. a) and b)
- iv. MOM in presentation is the way we manage our
 - a. Script
 - b. Time
 - c. Confidence
 - d. Slides
- v. In a group discussion, the skills that are usually evaluated are
 - a. Communication
 - b. Leadership
 - c. Team management
 - d. All the above
- vi. A chronological CV has all the contents written
 - a. Giving importance to time series
 - b. Giving importance to skills
 - c. Giving importance to qualification
 - d. Giving importance to job
- vii. Transactional Analysis that helps in analyzing the interactions between persons is helpful in developing
 - a. Interpersonal Skills
 - b. Leadership Skills
 - c. Decision Making
 - d. Problem Solving
- viii. Work-life balance can reduce
 - a. Weight
 - b. Stress

- c. Skills
- d. Work
- ix. While opening a telephonic conversation, one should
 - a. Greet the other and introduce self
 - b. Say Hello
 - c. Say nothing and wait for the other person to speak
 - d. None of the above
- x. Innovation is a result of-
 - a. Critical thinking
 - b. Creative thinking
 - c. Team work
 - d. Stress management

(GROUP B)

Q.2 Answer any 4 within 50 words each

(5x4=20)

- a) What are soft skills? Are they the same as people skills or life skills? Give your opinion.
- b) How do you match a person's knowledge and skills to a given job requirement?
- c) What are the essentials of taking an interview?
- d) What is the importance of a script in a presentation?
- e) Eye contact is an effective way of communicating. Give examples.
- f) How is a group presentation different from an individual presentation?

(GROUP C)

Q.3 Answer any 4 within in 200 words each-

(10x4= 40)

- a) How do job portals help in identifying job prospects? Give examples.
- b) What are the essentials of a group discussion? Do you always need a leader to initiate a group discussion? Discuss.
- c) What are the ways in which we can manage our time? How can we avoid time wasters?
- d) "Presentations are a combination of verbal, non-verbal, technical and visual skills". Do you agree? Justify.
- e) Interpersonal skills help in creating a rapport between persons. Justify.
- f) How can proper dressing help you communicate better? Do you think there should be a dress code at workplace? Give reasons.

(GROUP D)

Q.4 Answer any 2 within 250 words each –

(15x2= 30)

- a) Prepare your professional CV for the post of PRO in an educational institution. Apply to- HR, EEE Group, Bhubaneswar. Write a cover letter too.
 - b) What are different uses of body language? Which aspect of body language is the most important one in your opinion? Give reasons.
 - c) How do you prepare for an interview? Give details.
 - d) Is teamwork always needed? Justify your answer.
-