

**TERM END EXAMINATION - DECEMBER, 2018**  
**CERTIFICATE IN SOFT SKILLS AND IT SKILLS**  
**(CSSITS-01)**  
**SOFT SKILLS 1 & 2**

**CSSITS-01**

**Total Marks: 100**

**Time: 3 Hours**

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

**GROUP A**

***Q.1 Answer the following Multiple Choice Questions:***

**1×10=10 Marks**

- i. What do you mean by Hard skills?
  - a) Domain expert technical skills.
  - b) Soft skills
  - c) Communication skills
  - d) Negotiation skills.
- ii. Non-verbal communication or body language is controlled by our?
  - a) Intuitive personality
  - b) Reputation
  - c) Income status
  - d) All of the above
- iii. Empathetic Listening is the characteristics of which body-language:
  - a) Gestures
  - b) Paralanguage
  - c) Voice and tone
  - d) Space
- iv. The etiquette which refers to set of rules an individual must follow while he is at work is:
  - a) Social Etiquette
  - b) Interview Etiquette
  - c) Telephone Etiquette
  - d) Business Etiquette
- v. What should be the last item in the Resume?
  - a) References/referees
  - b) Contact details
  - c) Opening statement
  - d) List of key skills
- vi. What application should go with the resume?
  - a) Memo
  - b) Cover letter
  - c) Notice
  - d) None of the above.
- vii. To select the content of your presentation, you should know:
  - a) the audience's needs
  - b) the available material
  - c) the time limit
  - d) your purpose
- viii. In the beginning, a presentation is a form of:
  - a) one-way communication
  - b) intrapersonal communication
  - c) two-way communication
  - d) group communication
- ix. "Ability to lead a project" is considered to be the Must to have element in which of these skills:
  - a) Leadership skills
  - b) Entrepreneurship skills
  - c) Life skills
  - d) Presentation skills

- x. Which of these is not a type of Interview?
- a) Telephonic Interview
  - b) Face to face Interview
  - c) Personal Interview
  - d) Informal Interview.

**GROUP B**

5×4=20 Marks

**Q.2 Answer the questions within 50 words each. Answer any 4 questions**

- a) What do you mean by Grapevine Communication?
- b) Write in brief about Problem Solving skill.
- c) Differentiate between Verbal and Non-verbal communication
- d) Explain the role of Procrastination in time management?
- e) What are the key features to be considered while participating in a Group Discussion?
- f) Differentiate between a CV and a Resume?

**GROUP C**

10×4=40 Marks

**Q.3 Answer the questions within 200 words each. Answer any 4 questions**

- a) Describe the Communication Process.
- b) Explain in detail about the importance of the Presentation skills.
- c) What are the factors that affect the time management?.
- d) What are various types of Etiquette?
- e) What is the objective of an Interview? What are the various type of Interview?
- f) What do you mean by a Covering Letter? Explain how to prepare a Letter?

**GROUP D**

15×2=30 Marks

**Q.4 Answer the questions within 250 words each. Answer any 2 questions.**

- a) Differentiate between soft skills and hard skills? Explain its scope in the employability?  
What are the various types of soft skills??
- b) Explain in detail how to Plan for an Effective Presentation?
- c) Explain the need for Body Language. What are the various types of Body Language?  
Illustrate with examples.
- d) What are the characteristics of Effective Group Discussion? Explain in detail the phases involved in a Group discussion process

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