

**Term End Examination - December, 2018**  
**CERTIFICATE IN SOFT SKILLS AND IT SKILLS (CSSITS-02)**  
**SOFT SKILLS 3 & Practical**

CSSITS-02

Time: 3 Hours

Total Marks: 100

*(Instructions: Answer all the questions from Group A, answer any four questions from Group B & any four from 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. Which of the following is a component of Emotional Intelligence?
  - a) Self -Assessment
  - b) Self- Awareness
  - c) Self- Maintenance
  - d) None of the above
  
- ii. The bond between self and others, as it is how we as individuals understand what others are experiencing being in their position.is:
  - a) Sympathy
  - b) Emotions
  - c) Empathy
  - d) Helpfulness
  
- iii. Emotional intelligence is important because:
  - a) Increase workplace productivity
  - b) Reduce stress
  - c) Moderate conflict
  - d) All of the above
  
- iv. Which of the following is not a component of Emotional Intelligence?
  - a) Empathy
  - b) Sympathy
  - c) Motivation
  - d) Social skills
  
- v. In Belbin's team role, the individuals manage the group dynamics, often in a leadership role., can be called as?
  - a) Shaper
  - b) Implementer
  - c) Coordinator
  - d) Team worker
  
- vi. Which is the last step in a Critical Thinking Process?
  - a) Analysis
  - b) Creation
  - c) Knowledge
  - d) Evaluation
  
- vii. ....is a visual way to capture your thoughts and ideas so that you can easily plan things and remember things and also take notes.
  - a) Six thinking hats
  - b) Lateral thinking
  - c) Brainstorming
  - d) Mind mapping
  
- viii. What does —"White Hat" indicates in Six thinking Hats?
  - a) Feelings
  - b) Data and information
  - c) Caution
  - d) Process control
  
- ix. In a PDCA Cycle, which is the third phase?
  - a) Check
  - b) Act
  - c) Change
  - d) Create

- x. What do we call, the type of interview when two or more people from different parts of organization will be assessing the interviewee?
- a) Telephonic
  - b) Video
  - c) Panel
  - d) Face to face

### GROUP B

5×4=20 Marks

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

- a) What do you understand by Brain storming?
- b) How can soft skills contribute to success in one's professional life?
- c) List the goals you would like to set in the academic and financial area of your life.
- d) Write a short paragraph describing yourself as a person.
- e) Name an impressive communicator you know of, from the field of politics, films or sports. Give reasons for your choice.
- f) How can you hold audience's attention in a presentation?

### GROUP C

10×4=40 Marks

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

- a) What do you understand by Empathy? What are the types of empathy? How can you use it effectively?
- b) Describe a few strategies of time management, giving examples.
- c) Is it useful to get some practice on group discussions and interviews by doing some mock exercises? Explain.
- d) Explain in detail about Self-Regulation.
- e) What do you mean by Six Thinking Hats? What is its importance? Illustrate with an example.
- f) Compose an email for an invitation to a Chief Guest to attend the inaugural function of a new showroom.

### GROUP D

15×2=30 Marks

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

- a) What do you mean by Team Working Skills? Explain in detail.
- b) What is the importance of Problem Solving skills? Explain in detail the PDCA Cycle?
- c) What do you mean by CV? Write down a CV template with all the personal, professional and professional details.
- d) What are the challenges one is likely to face in a work place, how effective Life skills can help to overcome them?

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