

( 4 )

- (b) Describe positive and negative body language. How do they affect effective presentation?
- (c) What are the characteristics of an effective group discussion?

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Total No. of Questions : 4]

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Course Code <b>CCS - 04</b>
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**Term End Examination – December, 2019**

**SOFT SKILLS**

Certificate in Communication Skills (CCS)

*Time* : 3 hours

*Full Marks* : 100

*The figures in the right-hand margin indicate marks*

Answer **all** Groups as directed

Group—A

- 1.** Answer the following questions in  
*1* word or *1* sentence each :     1×10=10

(a) What skills are included under soft skills?

(b) What do you mean by oral communication?

(c) Give two examples of upward communication.

(d) Why is social etiquette important for an individual?

(e) What is 'eloquent silence' ?

( 2 )

- (f) What is resume?
- (g) What are the five components of emotional intelligence?
- (h) Give five examples of life skills.
- (i) Give four examples of the techniques used for promoting creative writing.
- (j) What are the three steps in mind-mapping?

Group—B

- 2.** Answer *any four* questions each within 100 words : 5×4=20
- (a) What is informal communication?
  - (b) What do you mean by horizontal communication?
  - (c) What is MOM principle?
  - (d) What is telephone etiquette?
  - (e) What are the six steps involved in the process of critical thinking?
  - (f) Mention two ways of developing leadership skills.

( 3 )

Group—C

- 3.** Answer *any four* questions each within 200 words : 10×4=40
- (a) How is communication relevant in a cross-cultural environment?
  - (b) What are the three elements of a great presentation?
  - (c) What is stress interview? Explain with examples.
  - (d) What should be the features of an ideal resume?
  - (e) What are the six thinking hats? Explain with examples.
  - (f) What is participative or democratic style of leadership?

Group—D

- 4.** Answer *any two* questions each within 300 words : 15×2=30
- (a) What is grapevine process of communication? Discuss in detail its features, advantages and disadvantages.