

(4)

Group—D

4. Answer *any two* questions each within
300 words : $15 \times 2 = 30$

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

Course Code
CSSITS – 01

Term End Examination – December, 2019

SOFT SKILLS 1 & 2

Certificate in Soft Skills and it Skills (CSSITS)

Time : 3 hours

Full Marks : 100

The figures in the right-hand margin indicate marks

Answer **all** Groups as directed

Group—A

1. Answer *all* the questions, each within 1
word or 1 sentence : $1 \times 10 = 10$

- (a) What research should you work out before an interview?
- (b) What do you mean by feedback?
- (c) E-mail is an example of which communication?
- (d) What is the end phase of a group discussion?
- (e) What is the type of communication takes place between two or three people in a small group?

(2)

- (f) What do you mean by Meaty Sandwich?
- (g) What do you mean by modulation of voice?
- (h) Give example of Positive Body Language.
- (i) Enumerate the types of non-verbal communication.
- (j) What do you mean by Business Ettiquette?

Group—B

2. Answer *any four* questions each within 100 words : $5 \times 4 = 20$
- (a) Define soft skills and write how it supplements hard skills.
 - (b) What are the Do's and Don'ts of participating in Group Discussion?
 - (c) What are the barriers in the Communication Process?
 - (d) Explain the important stages in an interview process.
 - (e) What are the types of etiquette?
 - (f) Differentiate between 'Curriculum Vitae' and 'Resume'.

(3)

Group—C

3. Answer *any four* questions each within 200 words : $10 \times 4 = 40$
- (a) Define Communication. What do you mean by informal communication? What are the barriers in communication process?
 - (b) What are the essentials of making an Effective Presentation?
 - (c) What do you mean by time management and explain its importance?
 - (d) Explain the advantages of formal and informal communication.
 - (e) What is the objective of an interview? What are the various types of interview?
 - (f) What do you mean by a Covering Letter? Explain how to prepare a Letter.