

(4)

- (b) Define Emotional Intelligence. What are the various components of empathy? How can we use empathy skills effectively?
- (c) What do you mean by CV ? Write down a CV template with all the personal, professional and professional details.

Total No. of Questions : 4]

[Total No. of Printed Pages : 4

Course Code
CSSITS - 02

Term End Examination – December, 2019

SOFT SKILLS 3 & PRACTICAL

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 : 1×10=10
- (a) What is the last step of critical thinking process?
- (b) What do you mean by goal setting?
- (c) What do you mean by creative thinking?
- (d) What do you mean by Free-reign leadership?
- (e) Who coined the term Emotional Intelligence?
- (f) Enumerate the participants in Belbin's Team Roles.

(2)

- (g) Enumerate the components of life skills.
- (h) What do you mean by self-regulation?
- (i) Define Procrastination.
- (j) Define CV.

Group—B

2. Answer *any four* questions each within 100 words : 5×4=20
- (a) What is goal? Why is it important to set goals?
 - (b) What are the important ways of communication?
 - (c) What are the advantages of high emotional intelligence?
 - (d) Differentiate between verbal and non-communication.
 - (e) What is the importance of group discussion?
 - (f) How can you hold audience's attention in a presentation?

(3)

Group—C

3. Answer *any four* questions each within 200 words : 10×4=40
- (a) What are the various steps of creative thinking?
 - (b) What do you mean by mind mapping? What is its importance? Illustrate with an example.
 - (c) Write an e-mail to an Organization for sponsoring an event.
 - (d) Is it useful to get some practice on group discussions and interviews by doing some mock exercises? Explain.
 - (e) Explain in detail about self-regulation.
 - (f) What do you mean by Six-Thinking Hats? What is its importance? Illustrate with an example.

Group—D

4. Answer *any two* questions each within 300 words : 15×2=30
- (a) What do you mean by leadership skills? What are the different life skills required to be learned for growth and success of an individual as a leader?