

TERM END EXAMINATION: JUNE 2019
Certificate in Communication Skills

CCS-04

Soft Skills

Time: 3 Hrs

Full Marks: 100

(Read the instruction carefully before attempting questions from each group)

Group-‘A’

- 1. Answer all the questions each within one or two sentence. 1x10=10**
- a) Which component is necessary for a Curriculum Vitae?
 - b) In a Group Discussion, what is the most important thing to be remembered?
 - c) What are the features of Non-verbal communication?
 - d) What do you mean by Panel Interview?
 - e) What do you mean by body language?
 - f) What do you mean by Etiquette?
 - g) What does successful time management leads to?
 - h) What does proper team working skill dealwith?
 - i) What do you mean by EQ?
 - j) What qualities does a true leader has?

Group-‘B’

- 2. Answer any four questions each within 100 words. 5x4=20**
- a) Is it mandatory or optional to send a cover letter along with a C.V. when someone is applying for a particular job? Why?
 - b) What are the few things one must avoid while participating in a group Discussion?
 - c) What is interpersonal communication?
 - d) Write a short note on empathetic listening.
 - e) Which are the most important Team working skills? Describe briefly.
 - f) What are the characteristics of Creative Thinking Skills?

Group-‘C’

- 3. Answer any four questions each within 200 words. 10x4=40**
- a) Write briefly about the Do’s and Don’ts of a successful Group Discussion.
 - b) Do you think the audience is important in any Presentation? Justify.
 - c) What role does interpersonal communication play in a business environment?
 - d) What is procrastination? How can you beat procrastination in a business environment?
 - e) How important are Team Working Skills? What can happen to an organization where proper Team Working Skills is absent?
 - f) Why is it important to have critical thinking skills in a business environment? Discuss.

Group-‘D’

- 4. Answer any two questions each within 300 words. 15x2=30**
- a) Write briefly about the different types of interviews conducted by various organisations to select candidates for jobs?
 - b) What does Problem Solving Skills mean? What are the different steps of problem solving?
 - c) Write briefly about:
 - (i) Autocratic style of leadership
 - (ii) Democratic style of leadership