

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