

**Term End Examination – December, 2017**  
**CERTIFICATE IN SOFT SKILLS AND IT SKILLS**  
**SOFT SKILLS 1 & 2**

Full Mark : 100

Time : 3hrs

**GROUP-A**

**Answer the questions in about 100 words. Answer any 4 questions.**

**(4x5 marks)**

1. Soft skills are also called people skills. Do you agree? Justify.
2. Define communication and explain the process of communication.
3. What is gesture cluster? How is helpful in reading someone's mind?
4. What is paralanguage? Give examples.
5. What is a chronological CV? How is it different from a functional CV?
6. In Time Management, there are certain activities called "time wasters". What are they?

**GROUP-B**

**Answer the questions in about 250 words. Answer any 2 questions.**

**(2x10 marks)**

7. What are barriers to communication? Discuss various barriers with examples.
8. What is a Group Discussion? What are the points to remember to participate in a Group Discussion?
9. What do you understand by the term "Etiquette"? Write a brief note on office etiquette.
10. What are the various strategies for time management?

**GROUP-C**

**Answer the questions in about 500 words. Answer any 3 questions.**

**(3x20 marks)**

11. There is a job vacancy for Asst. Office Manager in a construction company. The job responsibilities include dealing with office staff and walk-in clients. You need to maintain database of clients and counsel them over phone and in person. Apply for this job by preparing your CV and an impressive covering letter. Address it to- HR Manager, MEDHA Constructions Ltd., Sambalpur, Odisha
12. What is non-verbal communication? Explain various types of non-verbal communication with examples.
13. What is a presentation? How should one prepare for it? Write the do's and don'ts of presentation.
14. What do soft skills include? Why are they essential for working in an organization? Explain.
15. Write short notes on (any 2):
  - a) Telephone etiquette
  - b) Negotiation Skills
  - c) Leadership Skills
  - d) Meaty Sandwich Method

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