

Certificate in Communication Skills

Term End Examination- June 2017

CCS-04: Soft Skills

(Session: 2016-17)

Time: 3 Hours

Maximum Marks: 100

Answer any four questions from Group –‘A’, any two questions from Group –‘B’ and any three questions from Group –‘C’.

Group ‘A’

(Answer any four questions each within 100 words)

Q. No. 1

Marks: 5 X 4=20

- (a) What are soft skills? Why are they essential at workplace?
- (b) Define communication.
- (c) What is critical thinking? Why is it important?
- (d) What is effective listening? Explain the 6 steps involved in effective listening.
- (e) Define etiquette. What are different types of etiquette?
- (f) What is ‘the meaty sandwich’ technique in a presentation?
- (g) Differentiate between emotional intelligence and intelligence quotient?

Group 'B'

(Answer any two questions each within 250 words)

Q. No. 2

Marks: 10 X 2=20

- (a) Write an e-mail to your friend explaining the do's and don'ts of e-mail writing.
- (b) Discuss the importance of time management in professional life.
- (c) What is a CV? What should an ideal CV possess?
- (d) Discuss the advantages of social skills with examples.
- (e) Elucidate the importance of feedback in the process of communication.

Group 'C'

(Answer any three questions each within 500 words)

Marks: 20 X 3=60

Q. No. 3 The position of Customer Communication Officer in a bank is vacant. Apply for the position by preparing an appropriate CV and a covering letter.

Q. No. 4 What is a group discussion? What are the guidelines to be followed to be an effective presenter in a GD?

Q. No. 5 Examine the components of Emotional Intelligence.

Q. No. 6 What are the essential ingredients of an effective presentation? Explain.

Q. No. 7 What is a job interview? What are its types?

Q. No. 8 Proper body language is the most important aspect of business etiquette. Do you agree? Justify.