

Term End Examination : June - 2018
CERTIFICATE IN COMMUNICATION SKILLS
Soft Skills (CCS-04)

CCS-04

Time: 3 hours

Full Marks: 100

Read the instructions carefully before attempting questions from each group.

GROUP – A

Q.No. 1. Answer all questions selecting the right options.

[1 X 10 = 10]

- i. _____ are the non-technical skills, abilities, traits that workers need to function in a specific employment environment.
a. Communication skills b. Soft skills
c. Manners d. None

- ii. Ability to identify and analyze problems in difficult situation and make justifiable evaluation is related to _____
a. Negotiation skills b. Problem solving skills
c. Group discussion skills d. None

- iii. The beginning of a presentation should consist of _____ and the ending should have a proper conclusion.
a. Opening b. Contents
c. Introduction d. None

- iv. _____ is a type of nonverbal communication that relies on body movements to convey messages.
a. Body language b. Chronemics
c. Chat d. None

- v. _____ refers to behaving sensibly and appropriately at the workplace to create an everlasting impression.
a. Culture b. Policy
c. Business Etiquette d. None

- vi. _____ questions in an interview is used to test the background information of the candidate.
a. Technical b. General
c. Behavioural d. None

- vii. In a _____ based GD, candidates may be given a real life situation or an imaginary case scenario, or even a dilemma.
a. Fact b. case study
c. controversy d. None

- viii. _____ is the area of cognitive ability that facilitates interpersonal behaviour.
a. Emotional Intelligence b. Leadership
c. Time management d. Behaviour

- ix. Rewards and _____ are effective ways to motivate people.
a. Punishment b. Recognition
c. Both d. None

- x. _____ is the process of organizing and planning how much time you spend on specific activities.
- a. Time management
 - b. Meeting
 - c. Team management
 - d. None

GROUP – B

Q.No. 2. Answer any 4 (four) questions each within 50 words. [5 X 4 = 20]

- a) What is Empathy? Indicate five elements of empathy as suggested by D. Goleman.
- b) What is time management? How can we effectively manage time?
- c) Do you think proper dress is an integral part of business etiquette? Justify your response with proper reason.
- d) What is critical thinking? How is it different from creative thinking?
- e) Write the basic objectives of conducting an employment interview.
- f) What is a CV? What are its basic contents?

GROUP – C

Q.No.3. Answer any 4 (four) questions each within 200 words. [10 X 4 = 40]

- a) What are the dos and don'ts of a meeting?
- b) Write an email to your HR Manager requesting her to grant you leave for a week.
- c) Why is team work necessary? How can you develop a team?
- d) Distinguish between formal and informal communication.
- e) Why should we maintain proper body language?
- f) Write notes on any two of the following:
 - i. Importance of Information Management Skill
 - ii. Leadership Skills
 - iii. Communication Process
 - iv. Importance of Soft Skills

GROUP – D

Q.No.4. Answer any 2 (two) questions each within 250 words. [15 X 2 = 30]

- a) You have been asked to prepare a presentation on “Effective Presentation for Achieving Success”. Write the process of preparing for this presentation. Also, demonstrate the PPT slides by drawing them on your answer sheet.
- b) Answer the following interview questions:
 - i. What is your career objective?
 - ii. What are your strengths and weaknesses?
 - iii. What has been your greatest achievement so far?
 - iv. What is your expected salary? Why?
 - v. What are your hobbies?
- c) “IQ without EQ will not get you Success.” Do you agree? Justify your answer.
- d) Write your GD notes on the topic “Role and Importance of Open Universities in Indian Education System”.