

Term End Examination - June, 2018
Certificate in Soft Skills & IT Skills
CSSITS-01
SOFT SKILLS 1 & 2

Time - 3 Hours
Full Mark - 100

(Answer all questions from Group -‘A’, any four questions from Group -‘B’, any four questions from Group -‘C’ and any two questions from Group -‘D’.)

Group ‘A’
(Answer all questions)

(Mark: 1 X 10= 10)

Q. No.1

- (i) The most important word in communication is:
a) Interest b) Motivation c) Adoption d) Sharing
- (ii) Which is considered as non-verbal communication:
a) Smile b) Posture c) Silence d) All of them
- (iii) A meeting should always have clarity about:
a) Type b) Purpose c) Lunch menu d) Agenda
- (iv) In one-way communication messages are passed on without:
a) Receiver b) Channel c) Feedback d) Participation
- (v) Which type of communication takes place between two or three people in a small group:
a) Mass b) Dyadic c) Face-to-face d) None of them
- (vi) Which of these is not a common time management problem area:
a) Procrastination b) Over planning c) Too self-sufficient d) Too many meetings
- (vii) The most memorable moment of presentation is:
a) Opening of presentation b) Closing of presentation c) Structure of presentation d) None of them
- (viii) Controlling the audience includes:
a) Eye contact b) Facial expression c) Gestures d) All of them
- (ix) Etiquettes refer to:
a) Communication b) Behaviour c) Relations d) Idea generation
- (x) A group discussion involves how many participants:
a) 8 to 12 b) 15 to 20 c) 25 to 30 d) Around 50

Group 'B'

Q. No. 2 (Answer any four questions each within 50 words)

(Mark: 5 X 4= 20)

- a) What do you mean by soft skill?
- b) Explain the term 'Group Discussion'.
- c) Identify the reasons for communication breakdown.
- d) Explain the important features of body language.
- e) What are the types of etiquettes?
- f) Explain 'Curriculum Vitae'.

Group 'C'

(Mark: 10 X 4= 40)

Q. No. 3.(Answer any four questions each within 200 words)

- a) What are the different types of interview?
- b) Discuss the importance of Listening.
- c) How can you overcome the barriers to effective communication?
- d) Discuss about business etiquettes with its few relative advantages.
- e) Discuss the advantages of informal communication.
- f) What are the different types of Non verbal Communication?

Group 'D'

Q. No. 4 (Answer any two questions each within 250 words)

(Mark: 15 X 2= 30)

- a) What are the stages in an interview process? Explain.
 - b) Mention in detail the advantages of formal communication.
 - c) What do you mean by GD? Discuss the major characteristics of a successful Group Discussion.
 - d) Highlight the Dos and Don'ts in Curriculum Vitae/Resume Writing.
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