

**Term End Examination - June, 2018**  
**CERTIFICATE IN SOFT SKILLS AND IT SKILLS (CSSITS-02)**  
**SOFT SKILLS 3 & Practical**  
**Academic Session: 2017 & 2018**

Time: 3 Hours  
Total Marks: 100

*(Instructions: Answer all the questions from Group A, answer any four questions from Group B & Group C and answer any two questions from Group D)*

**GROUP A**

**Q.1 Answer the following Multiple Choice Questions:**

10×1=10 Marks

- i. Which of the following is interpersonal skill training?
  - a) Hard skills
  - b) Intermediate Skills
  - c) Basic skills
  - d) Soft skills
  
- ii. Speaking to a group of people in an official gathering is called as \_\_\_\_?
  - a) Oral presentation
  - b) Meeting
  - c) Visual Presentation
  - d) Audio Presentation
  
- iii. In an oral presentation, the listeners can clarify their doubts in the \_\_\_\_ session?
  - a) Introduction
  - b) Description methods and results
  - c) Audience questions
  - d) Conclusions, suggestions and summary
  
- iv. Which of the following is not a component of Emotional Intelligence?
  - a) Empathy
  - b) Sympathy
  - c) Motivation
  - d) Social skills

- v. In Belbin's team role, the individuals who works forward and get things done, and has a clear idea of the desired direction of travel, can be called as?
- a) Shaper
  - b) Implementer
  - c) Coordinator
  - d) Team worker
- vi. Which of the following is Methods and Techniques of creative thinking skills?
- a) Mind mapping
  - b) Lateral Thinking
  - c) Brain Storming
  - d) All the above
- vii. In which leadership styles leaders make decisions without consulting their team members?
- a) Democratic
  - b) Free-rein
  - c) Autocratic
  - d) Transactional
- viii. What does —"P" indicates in SCAMPER?
- a) Put to another use
  - b) Possibility
  - c) Programme
  - d) None of the above
- ix. Which of the following is not an internal element of Team Effectiveness?
- a) Task achievement
  - b) Individual members needs
  - c) Team interaction
  - d) External Support

- x. What do we call, the type of interview when two or more people from different parts of organization will be assessing the interviewee?
- a) Telephonic
  - b) Video
  - c) Panel
  - d) Face to face

### GROUP B

5×4=20 Marks

**Q.2 Answer the questions in about 50 words. Answer any 4 questions**

Q(i) What do you understand by Creative Job Hunting?

Q(ii) What are the features of Non-verbal communication? Illustrate with an example.

Q(iii) What do you understand by a Portfolio and what is its importance?

Q(iv) What do you understand by Questionnaire, what are its uses?

Q(v) Write how will you introduce yourself in a job interview?

Q(vi) What do you understand by Grooming? What are the important things that should be taken care for grooming of oneself for a job interview?

### GROUP C

10×4=40 Marks

**Answer the questions in about 200 words. Answer any 4 questions**

**Q.3** What do you understand by Motivation? What are the steps in Motivational process?

**Q.4** Assume you are an operation head in an operations department of an industry, what are the key leadership skills you should possess to develop sound working culture in your department.

**Q.5** Write down the dialogue between the interviewee and and the HR Manager in an interview.

**Q.6** Explain in detail about Critical Thinking Process.

**Q.7** What do you mean by Mind Mapping? What is its importance? Illustrate with an example?

**Q.8** Write a covering Letter to a Company responding to their employment advertisement?

**GROUP D**

15×2=30 Marks

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

**Q.9.** What is the significance of Life skills? Explain in detail about Problem solving skills?

**Q.10.** What is the importance of Emotional Intelligence? How can we incorporate its various components for the betterment of personal and professional life?

**Q.11.** What do you mean by mock presentation? Write down a speech presentation welcoming the chief guest in an inaugural function of an auditorium.

**Q.12.** What are the predominant features of a Group Discussion? Write down a Group Discussion on the topic Globalization.

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