

(6 pages)

Reg. No. :

Code No. : 12077

Sub. Code : GCSB 5 C

B.A. (CBCS) DEGREE EXAMINATION,
NOVEMBER 2016.

Fifth Semester

Part IV — Common Skilled

(For English Major only)

SOFT SKILL ENHANCEMENT

(For those who joined in July 2012 - 2015)

Time : Three hours

Maximum : 75 marks

SECTION A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. _____ skills are the essential life skills we need to help maintain a healthy body and mind.
(a) Personal (b) Impersonal
(c) Communication (d) Interpersonal
2. _____ include psychological competencies and interpersonal skills that help people make informed decisions, solve problems, think critically and creatively.
(a) Life skills (b) Thinking skills
(c) Social skills (d) None

3. _____ is the exchange of information or ideas.

(a) life skill (b) listening
(c) speaking (d) communication

4. Human communication is unique for its extensive use of _____.

(a) Verbal (b) Non-verbal
(c) Business (d) Language

5. _____ is the process of one person trying to convince someone to do something.

(a) Persuasion (b) Perception
(c) Performance (d) Preference

6. Ability to express your ideas clearly and confidently in speech is called _____ communication.

(a) Verbal (b) Non-verbal
(c) Facial (d) Interpersonal

7. _____ skills are necessary for getting, keeping and being successful in a job.

(a) Business (b) Employability
(c) Communication (d) Life

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8. Well-honed _____ skills allow us to empathise and build rapport with colleagues and clients, leading to a better working environment which can be less stressful.

(a) Personal (b) Interpersonal
(c) Employability (d) Life

9. Corporate communication _____.

(a) builds strong business relationships
(b) internal and external co-ordination
(c) builds and maintains the brand image of the company
(d) all the three

10. Corporate Ethics _____.

(a) proves it with your actions
(b) defines goals
(c) establishes strategies
(d) develops plans

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SECTION B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 250 words.

11. (a) What are the ways of effective communication?

Or

(b) Write a note on positive attitude.

12. (a) Bring out the connection between listening and speaking skills.

Or

(b) What are the basics of communication?

13. (a) Write a model scientific paper.

Or

(b) What are the different types of reviews?

14. (a) Define telephone skills.

Or

(b) How do you attend an interview?

15. (a) How do you manage time?

Or

(b) What is called stress management? Explain.

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SECTION C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 600 words.

16. (a) Evaluate the importance of Interpersonal skills.

Or

- (b) Why are Life Skills needed for all?

17. (a) Analyse the steps involved in better communication.

Or

- (b) Elaborate on LSRW.

18. (a) Write a model conference paper.

Or

- (b) What are the difficulties in writing scientific papers?

19. (a) Write an interview between a corporate company H.R and a candidate for a personal assistance post.

Or

- (b) Who are the members in a group discussion? Explain.

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20. (a) What are the techniques involved in time management?

Or

- (b) Write an essay on stress management.

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