FY BSE C.S. (I) Soft Skill Benelopment

Q.P. Code: 781500

(2 1/2 Hours)

[Total Marks: 75

) All questions are compulsory.	
2	2) Figures to the right indicate marks.	
3	3) Draw suitable diagrams and illustrations wherever necessar	\mathbf{y}_{\cdot}
	4) Mixing of sub-questions is not allowed.	
		d
		160
	Attempt All the Questions	(511)
A)	Choose the correct alternative	(5M)
i)	Sendingis much quicker and easier than w	riting
	letters.	6.2
7	a) telegram b) messages	- 49
	c) emails d) fax	A-2
ii)	There is a clear distinction between and hearing	2
	a) Talking b) Listening	
	c) Understanding d) Chatting	
iii)	can improve the understanding of your idea an	d add
	spice to your presentation.	
	a) Visual aids b) Talking	
	c) Questioning d) Introducing	XXX M. T
iv)	are an integral part of the organisations for de	cision
	making.	
	a) Interview b) Group Discussion	William Res
	c) Conferences d) Debate	
$\mathbf{v})$	Applying thethinking hats method to the pro	blems
	faced in the organisation, can solve them really fast.	
	a) Six b) Seven	
	c) Five d) Two	
	The state of the s	
* B)) Fill in the blanks:	(5M)
	{argument, ethics, negotiation, receiver, sender, idea, l message}	
i)) A first has to conceive an idea to commu	inicate .
	something with someone.	
ii)) Ais sent by the receiver to the sender.	
iii)	and the state of t	mosity
121. 1	among the workers.	
1	The true moves with the team and make	things
10)		
1	happen.	
1/) A is basically an act of giving and taking.	

C)	Explain the following terms in one or two lines	(5M)
i)	Communication.	
ii)	Decoding	
iii)	Curriculum Vitae	
iv)		.0
v)	Red Style of negotiation	6
		11
Q.2	Attempt the following: (Any THREE)	(15M)
A	Write a note on Barriers to listening.	8
В	Discuss in brief the process of communication.	
С	Explain the etiquettes of Video Conferencing.	
D	Discuss the four quadrants of Johari's window.	
E	What is the need for Emotional Intelligence?	
\mathbf{f}^{2}	Write a note on Phone Etiquette.	
Q.3	Attempt the following: (Any THREE)	(15M)
A	What is a Resume?	
В	Discuss the techniques to combat stage fright and deliver a perfect	
	presentation.	
	What is Second or On-Site Interview?	
D	Write a note on Topical-based Group Discussion.	
E	Discuss any five tips that help in improving one's Interview Skills.	
F	Which are the traits evaluated in Group Discussions?	
		/ 4 = 16 A \
Q.4		(15M)
A		
В	How does one nurture Ethics?	
C	What is the need and importance of capacity building?	
D	What are the salient features of corporate culture?	
Е	Describe the Laissez-fare style of leadership.	
F	Discuss any five Fundamentals of negotiation.	
Q.5	Attempt the following: (Any THREE)	(15M)
A	Training to the contract of th	
В	Explain Individual Interview.	
C	What is the Democratic style of leadership?	
D	Write a note on Web Interview Etiquette.	
E	Discuss any 5 modes of training at workplace.	