

BT-6/M-21**46175****SOFT SKILLS AND INTERPERSONAL COMMUNICATION****Paper–OE-CS-302 A**

Time : Three Hours]

[Maximum Marks : 75

Note : Attempt *five* questions in all, selecting at least *one* question from each unit. All questions carry equal marks.

UNIT–I

1. Explore the key elements of an effective communication. Discuss verbal and non-verbal communication. Draw comparison between interpersonal and intrapersonal communications. 15
2. Distinguish between listening skills and speaking skills. Explain the main features of speaking skills. 15

UNIT–II

3. How to deal with conflicts in communications? Discuss noise and extra personal barriers. Explain attention and emotion filters to overcome barriers. 15
4. (a) Outline and explain the flow of communication process model.
(b) Explain the importance and characteristics of communication. (8+7=15)

UNIT-III

5. What are the attitude and character traits of personality development? Discuss the role of heredity in personality development. 15
6. (a) Write the activities involved in development of soft skills.
- (b) Discuss the basic principles for organization skills. (8+7=15)

UNIT-IV

7. What is a Group Discussion (GD) and group dynamics? Explain the strategy for GD. What are the traits tested in a GD? 15
8. (a) Differentiate between a resume and curriculum vitae. Explain the Do's and Don'ts in a resume writing.
- (b) What are the different types of interview? Discuss face-to-face and campus interview. (8+7=15)
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