

Roll No.

Total Pages : 02

BT-6/J-22

46175

SOFT SKILLS AND INTERPERSONAL
COMMUNICATION

OE-CS-302A/OE-IT-302A

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. What are the characteristics of an effective communication? Discuss verbal communication. Distinguish between interpersonal and intrapersonal communication. 15
2. (a) Explain the flow of communication process model. How is feedback important? 8
(b) List the main features of speaking skills. 7

Unit II

3. Write the barriers to resolving conflict in communication. Discuss interpersonal and organizational barriers. Explain attention and word filters to overcome barriers. 15

4. Explain the meaning and key elements of effective communication. Write the objectives of an effective communication. 15

Unit III

5. What are the behavioral traits of personality development? Discuss the role of situation in personality development. 15

6. (a) Discuss the need and training required for development of soft skills. 8

- (b) Explain the need and basic principle for organization skills. 7

Unit IV

7. What is a Group Discussion (GD)? Explain the Do's and Dont's in a GD. Discuss the points to be followed while addressing the members in a GD. 15

8. (a) State the different types of a Resume. Write the general guidelines to be followed while preparing a resume.

- (b) What are the different stages of an interview? List out the traits tested in an interview. 7