



BRAINWARE UNIVERSITY

Library **Brainware University** 398, Ramkrishnapur Road, Barasal Kolkata, West Bengal-700125

Term End Examination 2024-2025 Programme – B.Tech.(CSE)-AIML-2021 Course Name - Soft Skills and Interpersonal Communication Course Code - OEC-CSM702A (Semester VII) A PART TYPE

Fu [II Marks: 60 The figure in the margin indicates a second		Time: 2:30 Hours
	The figure in the margin indicates full marks. Candid words as far as	ates are required to give their ans practicable.]	wers in their own
	A SAME A SAME AND A SA		
	(Multiple Cl		1 x 15=15
1.	Choose the correct alternative from the following	Гуре Question)	1 x 13-13
(i)	Identify which of the following is like a news iten important events.	that informs people of upcoming	ŝ
	a) Notices	A CONTRACTOR OF THE STATE OF TH	
	c) Agendas	b) Memos d) Minutes	
(ii)	Identify which one is an outline of what a meeting	g will address and observe	
	a) Memo		rafe e
(iii)	c) Notice	b) Circular d) Agenda	
	Recall the usage of all capital alphabets on email	and is considered as	
	a) Screaming/insulting	b) Showing importance	
	c) looks fancy	d) irrelevant	
(iv)	Identify which of the following is a key component	nt of time management?	
	a) Multitasking without priorities	b) Delegating tasks to others	
	c) Prioritizing tasks based on urgency and importance	d) Ignoring deadlines	
(v)		should not be us	ed in an
	a) taboos	b) greetings	
	c) etiquettes	d) abbreviations	
(vi)	Negotiation indicates that both parties accept the		is
	a) conditional	b) obvious	

c) necessary

b) obvious

d) final and binding

		and the second s				
(v	Identify which non-verbal cue is often considered the most important in communication					
	a) Body language	b) Grammar				
		d) Handwriting				
(viii) Select what does maintaining eye contact with others shows in a GD						
	a) Disrespect to others	b) Confidence and attentiveness	i			
	c) Nervousness	d) Disinterest in the discussion				
(i)	Examine the correct option - Hard skills are techn	ical skills whereas soft skills are				
	skills					
	a) odd	b) behavioral				
	c) management	d) handicrafts				
(X	Choose the correct option -The report is always w	vritten in manner.				
	a) A data biased manner	b) Horizontal manner				
7	c) Sequential manner	d) None of these				
(XI) Select what does "chronemics" in non-verbal con	nmunication deal with				
	a) The use of time to communicate	b) The use of gestures	Library Brainware University			
	c) Facial expressions	d) Use of tone and pitch	398, Ramkrishnapur Road, Barasa	1		
(xii) Choose what your poise should illustrate when p	resenting	Kolkata, West Bengal-700125			
	a) nervous and angry	b) nervous and angry				
	c) annoyed	d) Patient and Calm				
(xiii) Express how can you address a team member w	ho is monopolizing the conversa	ation			
	during a group discussion.					
	a) Politely interrupt them and redirect the	, ,	talking to the			
	conversation to another member	other team members				
	c) Criticize them for talking too much	d) Insist that they stop talkin	g and let others			
	_	speak				
(xiv	Determine how can you effectively conclude a g					
	a) Abruptly end the discussion when time is up	b) Recap the main points an	d decisions made			
		during the discussion				
	c) Ignore any decisions made and let everyone	d) Criticize team members v	vho did not			
	leave	participate enough				
(xv) Write what is the meaning of pathos as a persuasion type.						
	a) convincing people by using their emotions	b) convincing people by usi	ng their logical			
	a) convincing people by using their emotions	sense				
	c) convincing people by using their ethical	d) convincing people by using time				
	sense.	convincing people by us	ing time			
	56.166.					
	Gro	oup-B				
	(Short Answer	Type Questions)	3 x 5=15			
	1					
			(3)			
2. Ex	plain the significance of soft skills in the workpl	lace.				
3. A	oply emotional intelligence to manage stress an	d build resilience in the work	place. (3)			
	ate the reasons why teamwork might sometime		(3) life. (3)			
5. Write a note on Empathetic listening and its importance in one's professional life.						
6. Di	fferentiate between the formal and informal la	nguage used in written comr	nunication. (3)			
		OR				
Ev	plain the A C's of Conflict Management		(3)			

4. 5. 6.

Group-C

(Long Answer Type Questions)

5 x 6=30

(5) (5) (5)

- List the different types of feedback and their purposes
- œ Illustrate the impact of self-awareness on personal and professional growth.
- Compare the different types of leadership styles and analyze their effectiveness in different workplace situations.
- 10. Assess the effectiveness of different conflict resolution strategies in resolving workplace conflicts and improving relationships. (5)
- 11. Differentiate the works of a manager and a leader as you understand from your own learning. (5) (5)
- 12. Develop a comprehensive communication plan for a specific workplace situation to improve relationships and achieve organizational goals.

OR

(5)

Develop and implement a stress management program for employees to improve workplace well-being and productivity. Brainware University 398, Ramkrishnapur Road, Barasat Kolkata, West Bengal-700125
