



# BRAINWARE UNIVERSITY

Library  
Brainware University  
398, Ramkrishnapur Road, Barasat  
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 )

Full Marks : 60

Time : 2:30 Hours

[The figure in the margin indicates full marks. Candidates are required to give their answers in their own words as far as practicable.]

## Group-A

(Multiple Choice Type Question)

1 x 15=15

1. Choose the correct alternative from the following :

- (i) Identify which of the following is like a news item that informs people of upcoming important events.
  - a) Notices
  - b) Memos
  - c) Agendas
  - d) Minutes
- (ii) Identify which one is an outline of what a meeting will address and observe.
  - a) Memo
  - b) Circular
  - c) Notice
  - d) Agenda
- (iii) 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 of time management?
  - a) Multitasking without priorities
  - b) Delegating tasks to others
  - c) Prioritizing tasks based on urgency and importance
  - d) Ignoring deadlines
- (v) Indicate the right word for the blank: slang and ..... should not be used in an email.
  - a) taboos
  - b) greetings
  - c) etiquettes
  - d) abbreviations
- (vi) Negotiation indicates that both parties accept that the agreement between them is .....
  - a) conditional
  - b) obvious
  - c) necessary
  - d) final and binding



### Group-C

(Long Answer Type Questions)

5 x 6=30

7. List the different types of feedback and their purposes. (5)
8. Illustrate the impact of self-awareness on personal and professional growth. (5)
9. Compare the different types of leadership styles and analyze their effectiveness in different workplace situations. (5)
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)
12. Develop a comprehensive communication plan for a specific workplace situation to improve relationships and achieve organizational goals. (5)

OR

Develop and implement a stress management program for employees to improve workplace well-being and productivity. (5)

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