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BRAINWARE UNIVERSITY

Term End Examination 2025-2026
Programme – B.Tech.(CSE)-AIML-2021/B.Tech.(CSE)-AIML-2022/B.Tech.(CSE)-DS-2022
Course Name – Soft Skills and Interpersonal Communication
Course Code - OEC-CSM702A/OEC-CSD702A
(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 of the following is NOT considered a soft skill.

a) Communication b) Time management
c) Coding skills d) Teamwork

(iii) State why conflict resolution skills are important.

a) Conflicts should always be avoided b) Conflicts are common in workplaces, and resolving them maintains harmony
c) Conflicts never happen in professional environments d) Conflicts can be ignored

(iv) Identify which non-verbal cue is often considered the most important in communication.

a) Kinesics b) Grammar
c) Tone of voice d) Handicrafts

(v) Choose which is the traditional format of Resume writing.

a) Chronological Format b) Functional Format
c) Combination Format d) Block Format

(vi) Choose the correct option -The report is always written in _____ manner.

a) A data biased manner b) Horizontal manner
c) Sequential manner d) None of these

(vii) Choose what could be an effective stress management strategy.

a) Adopt a healthy lifestyle b) Procrastinating work

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c) resolving disputes among other people
d) Withdrawing from friends, family and activities

(viii) Select the right word: When the interviewers are well prepared with a set of questions to compare among candidates easily and save time, it could be called the _____ of conducting an interview.

a) Outsourcing style
b) Directed style
c) Meandering style
d) Behavioral style

(ix) Choose the correct option: In a GD round, gather your thoughts, evaluate the _____ of the given topic, and then speak.

a) pros and cons
b) views
c) visions
d) creation

(x) Select the right answer: In the _____ process of Teamwork, the focus is on task analysis, goal specification, and strategy formulation.

a) Action
b) Transition
c) Interpersonal
d) None of these

(xi) Select what is true about Laissez-Faire or Free-reign Style of Leadership.

a) the most participative style, so employee satisfaction is high
b) all decision-making powers are centralized with one leader
c) the Leader does not lead, but allows maximum freedom to others to make decisions
d) the leader has to be capable enough of bring in changes

(xii) Select the right answer: Listening is superficial when _____.

a) the listener is lacking concentration to listen, comprehend, or clearly interpret the message
b) the listener have a feeling, "I know better than him/her (the speaker)".
c) the listener stops work for sometimes to listen to an announcement or a telephone call
d) it is active and careful listening desired in a perfect communication process

(xiii) Select the right word to complete the gap in the given sentence: While _____ intelligence is an inborn ability, _____ intelligence is a learned and improved one.

a) IQ, EQ
b) EQ, IQ
c) BQ
d) None

(xiv) State which is the soft skill involving the ability to easily adjust to changing circumstances, such as moving priorities, projects, clients, and technology.

a) Negotiation
b) Conflict resolution
c) Adaptability
d) Reliability

(xv) Select what to do if you disagree with someone's point in a GD

a) Shout to make your disagreement clear
b) Politely present your counter-argument with supporting facts
c) Avoid addressing their point and move on to another topic
d) Interrupt them immediately and argue

Group-B

(Short Answer Type Questions) 3 x 5=15

2. Write brief notes on Annual Report and Project Report. (3)
3. State how to develop emotional intelligence to build better relationships at workplace. (3)
4. Describe how important is social awareness for human beings in exercising emotional intelligence. (3)
5. Write a note on Empathetic listening and its importance in one's professional life. (3)
6. Differentiate between Leadership and Management. (3)

OR

Estimate what could be some leadership skills in a team setting that could lead towards successful teambuilding. (3)

Group-C

(Long Answer Type Questions) 5 x 6=30

7. Explain what are SMART goals and how to apply them. (5)
8. Explain how collaboration and teamwork can be utilized to achieve organizational goals. (5)
9. Assess the importance of writing a business report and discuss some of its major types. (5)
10. Write a Circular announcing some Safety Measures, informing staff/students about fire safety protocols. (5)
11. Assess the effectiveness of different feedback techniques in improving employee performance and productivity. (5)

12. Analyze the impact of communication barriers on relationships and productivity in the workplace. (5)

OR

Analyze the impact of different cultural backgrounds on communication and relationships in the workplace. (5)

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