BRAINWARE UNIVERSITY

Term End Examination 2023
Programme – B.Tech.(CSE)-2018/B.Tech.(CSE)-2019/B.Tech.(CSE)-2020
Course Name – Soft Skills and Interpersonal Communication
Course Code - OEC-601C
(Semester VI)

Full Marks : 70   **Time : 3:0 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) Select the full form of BCC

   a) Behind Carbon Copy   b) Blend Carbon Copy
   c) Business Carbon Copy   d) Blind Carbon Copy

(ii) Determine which of the following is an important aspect of building rapport during a negotiation.

   a) Criticizing the other party's position and demands
   b) Refusing to listen to the other party's concerns and interests
   c) Showing genuine interest in the other party's perspective and needs
   d) Using aggressive language and tone to assert dominance

(iii) Select how should an elevator pitch end.

   a) With a call-to-action   b) With a long-term business plan
   c) With a detailed product demo   d) With a personal anecdote

(iv) Select the right word: Hiring somebody who could find and negotiate contracts for a company can be called …………………………. Contract negotiation.

   a) inward   b) lined
   c) outsourced   d) none of these

(v) For effective negotiation, it is important to infer that negotiation goals align with …………………………………………. goals.

   a) timely   b) leadership
   c) organisational   d) strategic

(vi) Select the right answer: Among the three negotiation approaches, the ………………. approach means a competitive approach to the purchasing negotiation process.

   a) win-win   b) lose-lose
   c) win-lose   d) all of these

(vii) Choose the correct option: In Cornell method of note taking, you may rule your paper with a ……… inch margin on the left leaving a …… inch area on the right in which to make notes

a) 2 inch, 4 inch   b) 3 inch, 5 inch

c) 2 inch, 6 inch   d) 3 inch, 7 inch

(viii) State a benefit employed by a GD round is …………………………………….

  a) meeting people   b) smiling at all

  c) showing confidence   d) expansion of knowledge

(ix) Choose the correct option - Wasting time by repeating points already spoken should not be done in a …………………………..

  a) interview   b) Presentation

  c) Group Discussion   d) None of these

(x) State what is an internal correspondence and examination only.

  a) Memo   b) Circular

  c) Notice   d) Agenda

(xi) …………………. reproduces a specific format not common to any other official correspondences.

  a) Memos   b) Memorandoms

  c) Notes for memory   d) Letters

(xii) Understanding the hidden meaning or intention behind explicitly stated words is known as _____ Choose the correct option

  a) reading over the lines   b) reading between the lines

  c) analysing   d) None of these

(xiii) Complete the sentence: During an interaction in ………………………, participants share their professional backgrounds and business goals. Choose the correct option

  a) Speed Networking   b) Business Meets

  c) Road Shows   d) Political Meetings

(xiv) Select the right answer: There is no …………………… required at the beginning or end of a Memo.

  a) format   b) formality

  c) salutation   d) names and titles

(xv) Infer whether a Speedy response to an email improves credibility -

  a) Yes   b) No

  c) doesn't matter   d) Everybody delays so that's ok

Group-B
(Short Answer Type Questions)   3 x 5=15

2. Write some points to develop leadership skills to guide and motivate team members towards success.   (3)

3. Define "soft skills."   (3)

4. Recall the definition of "persuasion."   (3)

5. Evaluate the impact of emotional intelligence on leadership skills.   (3)

6. Express how would you justify the choice of words you used in your persuasive speech?   (3)

OR

Write how can you synthesize the ideas presented in the two conflicting viewpoints on the topic?   (3)

Group-C
(Long Answer Type Questions)   5 x 8=40

7. Recall the components of active listening and their importance in communication.   (5)

8. Determine the different types of communication and their impact on relationships and performance.   (5)

9. Discuss how emotional intelligence can be used to build and maintain relationships in the workplace.   (5)

10. Explain how cultural competency impacts communication and relationships in a diverse workplace.   (5)

11. Determine problem-solving techniques to resolve a specific issue or challenge in the workplace to improve productivity and performance.   (5)

12. Assess the effectiveness of different feedback techniques in improving employee performance and productivity.   (5)

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

14. Compare the different types of leadership styles and analyze their effectiveness in different workplace situations.   (5)

OR

Compare and contrast different conflict resolution strategies and analyze their effectiveness in resolving workplace conflicts.   (5)

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