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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 : 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) Excellent negotiators understand that negotiating requires estimating frequent and honest, so the parties involved always know where they stand.
 - a) persuasion
 - b) intimation
 - c) motivation
 - d) communication
- (ii) Identify from the following options the tone that an e-mail should have _____.
 - a) Formal
 - b) Informal
 - c) A mixture of both
 - d) Tone is not important
- (iii) Determine the word in the blank - Hard skills are technical skills whereas soft skills are _____ skills.
 - a) odd
 - b) behavioral
 - c) management
 - d) handicrafts
- (iv) Recall the appropriate way to handle disagreeing with a team member
 - a) Politely disagree and present an alternative idea
 - b) Ignore the idea and move on to the next topic
 - c) Insist on your own opinion and dismiss the other idea
 - d) Criticize the team member for coming up with a bad idea
- (v) Choose the right answer: The 'Date' comes after '.....' in a Memo's opening.
 - a) To
 - b) From
 - c) Subject
 - d) Salutation
- (vi) When you "Reply All", identify who receives the email.
 - a) You and the sender
 - b) Only the sender
 - c) Everyone who received the initial email
 - d) Everyone and you
- (vii) If while note taking abbreviation of 'government' is 'gov', then establish an abbreviation of 'necessary'. Select the correct option-
 - a) nace
 - b) ness
 - c) nec
 - d) narry

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- (viii) are like a news item that states people of some coming important events.
a) Notices
b) Memos
c) Agendas
d) Minutes
- (ix) Change sides or opinions in the middle should not be done in a Choose the correct option
a) presentation
b) meeting
c) public speaking
d) group discussion
- (x) Report which of the following communication behaviors is an example of effective communication. Choose the correct option
a) Talking loudly to make sure others hear you
b) Using complex vocabulary to impress others
c) Listening actively and responding appropriately
d) Interrupting others while they speak
- (xi) Recall what should be the goal of a group discussion.
a) To establish hierarchy within the group
b) To impress others with your knowledge
c) To arrive at a mutual decision or understanding
d) To showcase your public speaking skills
- (xii) Express how can you address a team member who is monopolizing the conversation during a group discussion.
a) Politely interrupt them and redirect the conversation to another member
b) Ignore them and continue talking to the other team members
c) Criticize them for talking too much
d) Insist that they stop talking and let others speak
- (xiii) Determine how can you effectively conclude a group discussion.
a) Abruptly end the discussion when time is up
b) Recap the main points and decisions made during the discussion
c) Ignore any decisions made and let everyone leave
d) Criticize team members who did not participate enough
- (xiv) Although you might not know what a group discussion is going to be about, there are still some ways you can predict and prepare for it. Here are some general topics you can review in anticipation of the conversation: Indicate the most relevant option
a) Domestic and foreign current events
History facts Pop culture Literature
b) Domestic and foreign current events
History facts Gothic Culture Literature
c) Domestic and foreign current events
Religion Pop culture Literature
d) Foreign current events History facts Pop culture Literature
- (xv) Identify which of the following is a key element in successful negotiating.
a) Refusing to compromise
b) Keeping emotions out of the negotiation
c) Making demands without considering the other party's interests
d) Focusing only on short-term goals

Group-B

(Short Answer Type Questions)

3 x 5=15

2. Apply problem-solving skills to overcome workplace challenges. (3)
3. Define "cultural competency." (3)
4. Analyze the different elements of effective communication. (3)
5. Apply effective feedback techniques in a specific workplace situation to improve performance. (3)

6. Express how would you analyze the cultural context of a communication style used in a particular country? (3)

OR

Express how would you construct an argument to support your viewpoint on a controversial topic? (3)

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Group-C
(Long Answer Type Questions)

5 x 6 = 30

7. Recall the definition of cultural competency and how it impacts communication and relationships in the workplace. (5)
8. Associate how critical thinking can be applied to problem-solving in the workplace. (5)
9. Report effective feedback techniques in a specific workplace situation to improve performance and productivity. (5)
10. Evaluate the effectiveness of different leadership styles in motivating and guiding team members towards success. (5)
11. Create a feedback system that effectively improves employee performance and productivity. (5)
12. Evaluate the effectiveness of different feedback techniques in improving employee performance and productivity. (5)

OR

Analyze the impact of diversity and inclusivity in the workplace on team dynamics and organizational success. (5)
