



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)

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Brainware University
Barasat, Kolkata -700125

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) Determine what is the ideal tone for an elevator pitch.
 - a) Casual and informal
 - b) Technical and jargon-heavy
 - c) Confident and enthusiastic
 - d) Cynical and negative
- (ii) Select which of the following is an example of an effective elevator pitch for a product.
 - a) "Our product is the best on the market because it has the most features."
 - b) "Our product is designed to solve a specific problem for our target audience."
 - c) "Our product is cheaper than our competitors' products."
 - d) "Our product is the most innovative and cutting-edge product out there."
- (iii) Negotiation indicates that both parties accept that the agreement between them is
 - a) conditional
 - b) obvious
 - c) necessary
 - d) final and binding
- (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) At the opening of a Memo, the writer's name and title should be stated in the '.....' line.
 - a) To
 - b) From
 - c) Date
 - d) Subject
- (vi) Select what does PFA stand for in the body of an email?
 - a) Please Figure Assignment
 - b) Partly Focused Annotation
 - c) Please Find Attachment
 - d) Probable Futile Accessory
- (vii) Determine the word in the blank - While note taking, try drawing or pictures for concepts that are hard to note quickly.
 - a) diagrams
 - b) graphs
 - c) piecharts
 - d) none of these
- (viii) Choose the correct option, In the Method of note taking you may write every new thought, fact or topic on a separate line, numbering as you progress.
 - a) Outlining
 - b) Sentence
 - c) Charting
 - d) Mapping
- (ix) Select what does "bcc" stand for in the address bar of an email?
 - a) Blind copy cat
 - b) Blind counting coins
 - c) Blind carbon Copy
 - d) Blind clueless Captain
- (x) Recall the appropriate way to handle disagreeing with a team member's idea under formal communication.
 - a) Politely disagree and present an alternative idea
 - b) Ignore the idea and move on to the next top

- c) Insist on your own opinion and dismiss the other idea
d) Criticize the team member for coming up with a bad idea
- (xi) _____ are used to state formal appeals or extend invitations.
a) Agendas
b) Memos
c) Minutes
d) Notices
- (xii) The Agendas with the _____ should be stated to attendees a day or two before the meeting.
a) Minutes
b) Notice
c) Memo
d) Circular
- (xiii) During the creation of a slide show, the teacher has asked you enter each slide from the top. What special effect is employed? Choose the correct option
a) Animation
b) Transition
c) Audio
d) Graphics
- (xiv) Estimate when is it appropriate to disagree with someone during a group discussion.
a) When you feel strongly about your own opinion
b) When you want to make the other person look bad
c) When you want to disrupt the discussion
d) When you want to dominate the conversation
- (xv) Determine which of the following is an important step in preparing for a negotiation.
a) Entering the negotiation with a predetermined outcome
b) Conducting research on the other party and their interests
c) Making sure that the other party does not know your weaknesses
d) Refusing to make concessions during the negotiation

Group-B
(Short Answer Type Questions)

3 x 5=15

2. How to apply time management techniques to improve productivity. (3)
3. Apply emotional intelligence to manage stress and build resilience in the workplace. (3)
4. List the benefits of active listening. (3)
5. Describe how cultural competency impacts communication and relationships in a diverse workplace. (3)
6. Recommend how can you apply the principles of active listening to a real-life conversation you had recently. (3)

OR

- Estimate how would you design an effective communication plan for a non-profit organization? (3)

Group-C
(Long Answer Type Questions)

5 x 6=30

7. Define soft skills and explain why they are important in the workplace. (5)
8. Explain how collaboration and teamwork can be utilized to achieve organizational goals. (5)
9. Apply negotiation skills to reach a mutually beneficial agreement in a business deal to improve relationships and outcomes. (5)
10. Express the different types of persuasion techniques and analyze their effectiveness in achieving specific outcomes. (5)
11. Assess the effectiveness of different conflict resolution strategies in resolving workplace conflicts and improving relationships. (5)

12. Develop a comprehensive communication plan for a specific workplace situation to improve relationships (5) and achieve organizational goals.

OR

Create a workplace culture that promotes diversity, inclusivity, and teamwork to improve organizational success. (5)

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