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**NOIDA INSTITUTE OF ENGINEERING AND TECHNOLOGY, GREATER NOIDA**

**(An Autonomous Institute Affiliated to AKTU, Lucknow)**

**B.Tech**

**SEM: VI - THEORY EXAMINATION (2023 - 2024)**

**Subject: Soft Skills & Personality Development**

**Time: 3 Hours**

**Max. Marks: 100**

**General Instructions:**

**IMP:** Verify that you have received the question paper with the correct course, code, branch etc.

1. This Question paper comprises of **three Sections -A, B, & C**. It consists of Multiple Choice Questions (MCQ's) & Subjective type questions.
2. Maximum marks for each question are indicated on right -hand side of each question.
3. Illustrate your answers with neat sketches wherever necessary.
4. Assume suitable data if necessary.
5. Preferably, write the answers in sequential order.
6. No sheet should be left blank. Any written material after a blank sheet will not be evaluated/checked.

**SECTION-A**

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1. Attempt all parts:-

- 1-a. What is not the most important aspect of effective communication? CO1 1
- (a) The sender's ability to articulate their message.
  - (b) The receiver's ability to understand the message.
  - (c) The use of complex vocabulary.
  - (d) The use of persuasive techniques.
- 1-b. Which of the following is an example of effective communication? CO1 1
- (a) Speaking in a monotone voice.
  - (b) Using jargon that only a few people understand.
  - (c) Using simple language that is easy to understand.
  - (d) Using long, complex sentences.
- 1-c. Kinesics primarily involves the study of: CO2 1
- (a) Facial expressions
  - (b) Body movements
  - (c) Posture
  - (d) All of the above
- 1-d. What is the term for non-verbal communication using space and distance? CO2 1
- (a) Chronemics
  - (b) Proxemics

- (c) Haptics  
(d) Kinesics
- 1-e. Job Interviews are interaction or conversations with .....? CO3 1  
(a) Informal attitude  
(b) Alter Ego  
(c) Extreme Profoundness  
(d) Purpose
- 1-f. What is the most appropriate attire for a job interview? CO3 1  
(a) Fancy & Fleshy Attire  
(b) Business Professional Formals  
(c) Casual Wear  
(d) Favourite Dress
- 1-g. Which of the following language is used in technical writing? CO4 1  
(a) figurative  
(b) poetic  
(c) factual  
(d) dramatic
- 1-h. How can we close an email in an effective way? CO4 1  
(a) With a social message  
(b) With a clear and actionable way  
(c) Repeating the subject line  
(d) Using the proverbs
- 1-i. On the \_\_\_\_\_ it is possible to get immediate feedback. CO5 1  
(a) letter  
(b) telephone  
(c) e-mail  
(d) fax
- 1-j. Practice what you \_\_\_\_\_. CO5 1  
(a) conceal  
(b) Preach  
(c) compromise  
(d) object
2. Attempt all parts:-
- 2.b. How can paralanguage influence the interpretation of a message? Provide an example. CO2 2
- 2.a. What are your strengths that make you a perfect candidate for an organization? CO1 2
- 2.c. What is the importance of resume in a job interview? CO3 2

- 2.d. Rahul has to send an email to his colleagues regarding a meeting next week on 22nd March. What does he write as the subject-line? CO4 2
- 2.e. When is it appropriate to use your phone during a face-to-face conversation? CO5 2

### **SECTION-B**

30

3. Answer any five of the following:-

- 3-a. Give your viewpoints on, "The role of AI in human life", in minimum 200 words. CO1 6
- 3-b. What role do facial expressions, gestures, and pauses play in communication? CO1 6
- 3-c. Explain the role of non-verbal communication in conveying emotions. How do facial expressions, gestures, and body language contribute to the expression of feelings without using words? CO2 6
- 3-d. Describe the significance of paralanguage in communication. How can variations in tone, pitch, and pace influence the interpretation of spoken words, and what role do they play in effective communication? CO2 6
- 3.e. What is a CV /resume based interview, define and prepare your resume with an objective? CO3 6
- 3.f. "Don't listen to reply, but to understand". Elucidate the statement. CO4 6
- 3.g. How should you handle interruptions when someone is busy or in a meeting? CO5 6

### **SECTION-C**

50

4. Answer any one of the following:-

- 4-a. How can you introduce your colleague to your friends and family? Explain the essential points. CO1 10
- 4-b. "Group Discussion is a necessary step to hire the best". Elucidate with a few examples. CO1 10

5. Answer any one of the following:-

- 5-a. Discuss the challenges and benefits of using non-verbal communication in a virtual or online environment. How can individuals effectively convey emotions and intentions without the physical presence of gestures and facial expressions? CO2 10
- 5-b. Explore the role of non-verbal communication in conflict resolution. How can your understanding and addressing non-verbal cues contribute to resolving conflicts and building positive relationships? CO2 10

6. Answer any one of the following:-

- 6-a. "Unspoken is powerful". Describe the importance of effective non-verbal communication based on the statement. CO3 10
- 6-b. What is a CV/Resume based interview? Define and explain the salient features of a job interview. CO3 10

7. Answer any one of the following:-

7-a. As a recent buyer of their car, write an email to the manager of XYZ automotive company, Mr. Varun, regarding the poor quality of service facility available in the city. CO4 10

7-b. "Active listening is different from hearing". Comment on the statement with examples. CO4 10

8. Answer any one of the following:-

8-a. "Good values are like a magnet-They attract good people." Justify the statement. CO5 10

8-b. Is it polite to respond to text messages or notifications while in the middle of a conversation with someone? Share some relevant examples. CO5 10

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