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

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

**MCA (Integrated)**

**SEM: II - THEORY EXAMINATION (2022-2023 )**

**Subject: Soft Skills and 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**

**20**

**1. Attempt all parts:-**

- 1-a. Which of the following is an example of a barrier to effective communication? (CO1) 1
- (a) Using appropriate language and tone
  - (b) Providing timely feedback
  - (c) Cultural differences
  - (d) Maintaining eye contact
- 1-b. In the communication process, what does the term "decoding" refer to? (CO1) 1
- (a) Transmitting the message
  - (b) Understanding the message
  - (c) Providing feedback
  - (d) Using appropriate body language
- 1-c. Which of the following is an example of a nonverbal cue associated with posture? (CO2) 1
- (a) Eye contact

- (b) Nodding
  - (c) Leaning forward
  - (d) Handshakes
- 1-d. Which of the following is an example of paralanguage affecting communication? (CO2) 1
- (a) Using hand gestures to emphasize a point
  - (b) Using eye contact to show interest
  - (c) Using a loud and aggressive tone of voice
  - (d) Using written words to convey a message
- 1-e. Which of the following is NOT an effective nonverbal communication tip for interviews? (CO3) 1
- (a) Maintaining good eye contact
  - (b) Sitting slouched in the chair
  - (c) Smiling and using facial expressions
  - (d) Having a firm handshake
- 1-f. Which of the following is a DO for preparing for an interview? (CO3) 1
- (a) Neglecting to research the company
  - (b) Ignoring common interview questions
  - (c) Rehearsing your responses
  - (d) Being unprepared with questions for the interviewer
- 1-g. When ending a professional email, it is appropriate to: (CO4) 1
- (a) Use slang or casual phrases
  - (b) Include multiple exclamation marks to convey enthusiasm
  - (c) Close with a polite phrase like "Sincerely" or "Best regards"
  - (d) Omit any closing statement and simply sign your name
- 1-h. When sending an email to a group of recipients, it is important to: (CO4) 1
- (a) Use the "CC" field to include all recipients' email addresses
  - (b) Forward the email individually to each recipient
  - (c) Use the "BCC" field to protect recipients' email addresses
  - (d) Include irrelevant recipients to make the email seem more important
- 1-i. How can you effectively manage interruptions at work? (CO5) 1
- (a) By setting clear boundaries and communicating your availability
  - (b) By encouraging colleagues to interrupt your work whenever necessary

- (c) By ignoring interruptions and focusing solely on your tasks
- (d) None of the options
- 1-j. How can you demonstrate good workplace etiquette when receiving criticism or feedback from a coworker? (CO5) 1
- (a) Become defensive and argue against their points
- (b) Listen attentively and consider their perspective
- (c) Ignore their feedback and continue as usual
- (d) None of the options

**2. Attempt all parts:-**

- 2.a. How can language be a barrier to effective communication? (CO1) 2
- 2.b. Name two positive outcomes of using assertive communication style. (CO2) 2
- 2.c. What is the importance of using clear and concise language during an interview? (CO3) 2
- 2.d. What is the purpose of a subject line in an email? (CO4) 2
- 2.e. Describe the concept of time management and its impact on productivity. (CO5) 2

**SECTION B**

**30**

**3. Answer any five of the following:-**

- 3-a. Discuss the importance of clarity in communication. What strategies can be employed to ensure that messages are clear, concise, and easily understood by the intended audience? (CO1) 6
- 3-b. Evaluate the role of technology in modern communication. How has technology impacted the way organizations communicate internally and externally? Discuss both the advantages and challenges associated with technological communication tools. (CO1) 6
- 3-c. As a counselor who is providing support to someone in distress, discuss the importance of nonverbal communication, including active listening, empathetic gestures, and appropriate physical distance. Explain how these nonverbal cues can contribute to building trust and facilitating effective communication. (CO2) 6
- 3-d. Identify three potential causes or triggers for aggressive communication and explain how these triggers can escalate conflicts. Discuss three strategies that can help individuals shift from aggressive to assertive communication in these challenging situations. (CO2) 6
- 3.e. Describe the STAR method and explain how it can be used to answer behavioral interview questions effectively. (CO3) 6

- 3.f. Imagine you want to ask your professor for more time to complete an assignment. What should you include in the email to convince the professor? (CO4) 6
- 3.g. Discuss why being on time is crucial at work and how it helps with managing time effectively. Give practical tips that individuals can follow to improve their punctuality at work. (CO5) 6

### SECTION C

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#### 4. Answer any one of the following:-

- 4-a. Prepare a step-by-step flowchart of a presentation that aims at convincing a group of people who don't exercise much about the benefits of exercising. Include steps like understanding the audience, choosing what to talk about, using pictures or props, how to speak, and how to handle questions or problems. (CO1) 10
- 4-b. Analyze the role of nonverbal communication in the overall communication process. Explain the various types of nonverbal cues and their impact on the message conveyed. Support your answer with relevant examples. (CO1) 10

#### 5. Answer any one of the following:-

- 5-a. Discuss the role of nonverbal communication in conflict resolution. Explain how nonverbal cues, such as active listening, open body language, and empathetic gestures can help de-escalate conflicts and promote understanding and cooperation. Provide examples of how nonverbal communication can be applied to resolve conflicts effectively. (CO2) 10
- 5-b. What role does empathy play in assertive communication and how does it contrast with aggressive communication? Explain how expressing empathy promotes understanding and cooperation, while aggression hinders problem-solving. Illustrate the impact of empathy on communication outcomes with examples. (CO2) 10

#### 6. Answer any one of the following:-

- 6-a. Why is assertive communication important for establishing and maintaining boundaries in personal and professional relationships? Describe how being assertive contributes to self-confidence and mutual respect. Provide three strategies for developing assertive communication skills. (CO3) 10
- 6-b. Explain the concept of behavioral interviews and why these are commonly used by employers. Provide two examples of behavioral interview questions and describe how you would answer those convincingly. (CO3) 10

#### 7. Answer any one of the following:-

7-a. Explain the role of body language in an interview and how it can impact the impression you make on the interviewer. Provide three examples of positive body language cues you should exhibit during an interview. (CO4) 10

7-b. Email etiquette plays a crucial role in professional communication. Explain the importance of using a professional email address and discuss the elements of an appropriate email address. Provide examples to illustrate your points. (CO4) 10

**8. Answer any one of the following:-**

8-a. Conflict resolution is a crucial skill in any team or organizational setting. Describe a step-by-step approach to resolving conflicts between team members, highlighting the importance of empathy and active listening. (CO5) 10

8-b. Building rapport is essential for successful networking and collaboration. Discuss three key techniques for establishing rapport with individuals from diverse backgrounds and how these techniques can contribute to professional success. (CO5) 10

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