



HALDIA INSTITUTE OF TECHNOLOGY

(AN AUTONOMOUS INSTITUTION UNDER MAULANA ABUL KALAM AZAD UNIVERSITY OF TECHNOLOGY, WEST BENGAL)

Paper Code: OEC -CS 801E

Paper Name: Soft Skill & Interpersonal Communication

Time Allotted: 3 Hours

Full Marks: 70

The figures in the margin indicate full marks

Candidates are required to give their answers in their own words as far as practicable

Group – A

(Multiple Choice Type Questions)

Choose the correct alternatives from the followings:

15 x 1 = 15

1. (i) _____ plans have clearly defined objectives. (CO 3)

- a) Standing b) Flexible c) Specific d) Directional

(ii) The process of setting goals and choosing the means by which these goals will be achieved is known as – (CO 4)

- a) Organising b) Leading c) Controlling d) Planning

(iii) Which of the following is NOT a characteristic of a spiritually intelligent person? (CO 4)

- a) High morality b) Strongly opinionated c) Deep self-awareness d) Egoism

(iv) A person holds _____ power when he influences others by coercing, threatening, harming, irritating. (CO 1)

- a) Reward b) Coercive c) Normative d) Expert

(v) The first step in conflict diagnosis is to describe the _____. (CO 1)

- a) Conflict b) Disputant c) Motives d) Position

(vi) A conflict between two neighbors can be an example of _____ power. (CO 6)

- a) Expert b) Cosmic c) Ecological d) Reward

(vii) When a group disagrees, it is usually over how the work should get done. The type of conflict experienced by your group is called _____ conflict. (CO 6)

- a) Relationship b) Process c) Traditional d) Image

(viii) Building good habits in our life helps us to become _____. (CO 4)

- a) Reactive b) Aggressive c) Imaginative d) Proactive

(ix) The choice and habit of coping depends on (CO 4)

- a) Personality b) Type of stress c) Availability of support d) All of these

(x) Which of these is NOT a type of listening? (CO 1)

- a) Appreciative b) Superficial c) Focused d) Musical

(xi) Which of these listening lacks depth? (CO 1)

- a) Superficial b) Appreciative c) Focused d) Musical

(xii) Which of the following is an environmental force that shapes personality? (CO 5, 6)

- a) Gender b) Height c) Experience d) Brain size

(xiii) Which of these is used to exchange message with others similar to a postal mail? (CO 1,2)

- a) E-mail b) News groups c) Chatting d) M-Commerce

(xiv) Non-verbal communication does not involve _____. (CO 1)
a) Gestures b) Space c) Words d) Silence

(xv) The information which is transferred to the receiver has to be interpreted. This process is called _____. (CO 3)
a) Encoding b) Decoding c) Opening d) Closing

Group – B

(Short Answer Type Questions)

Attempt any three from the followings:

3 x 5 = 15

2. Mention few ways in which an individual can perform self-development skills. (CO 4, 6)
3. Mention few ways to avoid inter-personal conflicts. (CO 6)
4. What is the Zeigarnik effect for productivity and growth? (CO 4)
5. Differentiate between active and passive listening. (CO 1)
6. What do you understand by the term mobile personality? (CO 1)

Group – C

(Long Answer Type Questions)

Attempt any four from the followings:

4 x 10 = 40

7. Write an essay on how spiritual intelligence can frame interpersonal as well as intrapersonal relationships of an individual. (CO 5)
8. Mention few ways of regulating stress with reference to both positive and negative stressors. (CO 6)
9. Elaborately discuss the probable causes of stress and also suggest ways to avoid or regulate them. (CO 6)
10. Discuss how can one identify the good and bad habits and simultaneously break the cycle of bad habits. (CO 4, 6)
11. Frame a telephonic conversation between two colleagues where they are discussing about their workplace environment. (CO 1, 3)
12. Draft an e-mail written to a company in response to a job advertisement. (CO 2)