

**S-1018**

Total Pages : 3

Roll No. ....

## **CDSA-103/CCRT-103**

### **Soft Skill and Personality Development**

Certificate in Data Science & Applications (CDSA) /  
Certificate in Community Radio Technology (CCRT)

1st Semester Examination, 2022 (Dec.)

**Time : 2 Hours]**

**Max. Marks : 100**

**Note :** This paper is of Hundred (100) marks divided into two (02) Sections A and B. Attempt the questions contained in these sections according to the detailed instructions given therein.

### **SECTION–A**

#### **(Long Answer Type Questions)**

**Note :** Section 'A' contains Five (05) long answer type questions of Twenty six (26) marks each. Learners are required to answer any Two (02) questions only.  
(2×26=52)

1. (a) Define communication. Explain in detail the communication process. [13]
- (b) How can communication be effective? Explain the steps one can take to make communication effective. [13]

2. (a) What is non-verbal communication? Describe the different forms of non-verbal communication. [13]  
(b) Why is non-verbal communication important? How can a person communicate more effectively using non-verbal communication? [13]
3. (a) What are good writing skills? Explain the importance of writing skills in professional life. [13]  
(b) Explain the techniques used in paragraph and essay writing. Write a paragraph on "Communication". [13]
4. What are leadership skills? Explain each of them. How is management different from leadership? Compare the two with the help of a table. [26]
5. How do conflicts develop in an organization? What harm do they cause to the organization? What are the strategies to resolve conflicts? Explain. [26]

## **SECTION-B**

### **(Short Answer Type Questions)**

**Note :** Section 'B' contains Eight (08) short answer type questions of Twelve (12) marks each. Learners are required to answer any Four (04) questions only.  
(4×12=48)

1. Describe the importance, with examples, of importance of good listening. [12]

2. Describe strategies for good listening and its importance in managerial skills. [12]
  3. Describe the terms previewing, skimming and scanning. [12]
  4. Describe common errors in writing. [12]
  5. What are the objectives of 'reports'? Explain the different parts of a report. [ 12]
  6. Describe the different parts of a formal business letter. [12]
  7. What is work ethics? What is its importance? [12]
  8. Describe the different aspects of "personality". [12]
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