

879

Total Pages : 4

Roll No.

CDSA-103

SOFT SKILL AND PERSONALITY DEVELOPMENT

Certificate in Data Science & Applications (CDSA)

First Semester Examination, 2021 (Winter)

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) What do you mean buffer words? When these buffer words are used in communication? [14]

- (b) Explain the various types of personalities with the key characteristics. [12]
2. (a) How can communication skills be improved? [14]
- (b) Explain various barriers to effective communication. [12]
3. (a) How to improve reading skills? Also, explain previewing techniques. [14]
- (b) What are the cultural and physical barriers to communication? [12]
4. (a) Explain the importance of ethics and values in organizational life. [14]
- (b) What do you mean by stress? How to manage stress in work environment? [12]
5. (a) What is E-mail address? What are the components of e-mail communication? [14]
- (b) What type of files normally used as an attachment with any e-mail communication? [12]

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. (a) Why Emotional Intelligence? Explain the need of studying. [6]
(B) Why personality matters for getting success in life? Briefly explain the traits of personality. [6]
2. (a) What is the difference between CC and BCC in e-mail writing? [6]
(b) Discuss the advance telephone skills required for effective communication. [6]
3. (a) Explain the importance of letter writing, also mention the tips for effective letter writing. [6]
(b) Briefly explain the parts of a formal letter. Write a sample formal letter of your choice. [6]
4. (a) Telephone and E-mail Etiquette plays an important role in our business. Explain. [6]
(b) Why personality development is key to success? Explain. [6]

5. What do you mean by verbal communication, and what is its importance? [12]
6. Write short notes on :
- (i) Verbal and Non-verbal communication.
 - (ii) Horizontal and Diagonal of communication. [12]
7. Briefly explain the 'Big-Five' model of personality. [12]
8. Write short notes on :
- (i) Rapport through empathy.
 - (ii) Feedback Signal.
 - (iii) Telephone etiquettes.
 - (iv) E-mail etiquettes. [12]
-