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**Examination Session June-2022**

**(First Semester)**

**CCRT-103 / CDSA-103**

**(Soft Skill And Personality Development)**

**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) 2×26 = 52**

**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) Briefly explain different categories of communication. 14
- (b) What are the different types of writing skills ? Explain. 12
2. (a) What is diction ? State the types of diction. 14
- (b) Why personality development is key to success ? Explain. 12

5. (a) Explain the ‘Big-Five’ model of personality. 6
- (b) Write down minimum six tips for preparing interview. 6
6. State the characteristics of a healthy work culture. 12
7. Explain the importance of non-verbal communication. 12
8. Write a short note on the various theories based on leadership. 12

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3. (a) What are the different types of non-verbal communication ? Explain briefly. 14
- (b) State the essential skills to resolve a conflict. 12
4. (a) Briefly explain the process of effective communication. 14
- (b) What do you mean by scanning ? When to use scanning ? 12
5. (a) How listening skills are important in one's professional communication ? Write your comment. 14
- (b) State the role of non-verbal communication in interview. 12

**SECTION—B**

**(Short Answer Type Questions) 4×12 = 48**

3. (a) What are the different types of non-verbal communication ? Explain briefly. 14
- (b) State the essential skills to resolve a conflict. 12
4. (a) Briefly explain the process of effective communication. 14
- (b) What do you mean by scanning ? When to use scanning ? 12
5. (a) How listening skills are important in one's professional communication ? Write your comment. 14
- (b) State the role of non-verbal communication in interview. 12

**SECTION—B**

**(Short Answer Type Questions) 4×12 = 48**

**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.

$$4 \times 12 = 48$$

1. (a) State the compelling qualities of a good leader. 6  
(b) Briefly explain the types of listening. 6
2. (a) List any six barriers to effective communication. 6  
(b) Why we use previewing ? Also explain ski-mming. 6
3. (a) How to improve comprehension skills ? Explain. 6  
(b) Why work ethics ? Write down five benefits of ethics in workplace. 6
4. (a) Briefly explain the listening process. 6  
(b) What do you mean by downward communication ? Explain. 6

**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.

$$4 \times 12 = 48$$

1. (a) State the compelling qualities of a good leader. 6  
(b) Briefly explain the types of listening. 6
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(b) Why we use previewing ? Also explain ski-mming. 6
3. (a) How to improve comprehension skills ? Explain. 6  
(b) Why work ethics ? Write down five benefits of ethics in workplace. 6
4. (a) Briefly explain the listening process. 6  
(b) What do you mean by downward communication ? Explain. 6