

Total Pages : 5

Roll. No. :

Examination Session June-2022

(First Semester)

COASS-101

(Certificate in Office Automation & Soft Skills)

[Soft Skills 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) Define Communication. What are the various elements of communication ? 14
- (b) What do you mean by effective communication ?
What is the process of communication ? 12
2. (a) Write an article of 300 words on any social issue which bothers you most as a common man ? 14
- (b) What is non verbal communication ? What is the importance of non verbal communication ? 12

3. (a) Differentiate between resume and CV. 6
- (b) Differentiate between skimming and scanning. 6
4. (a) What do you understand by emotional intelligence (EQ) ? 6
- (b) Explain five tips of effective writing. 6
5. What is inferential reading ? Explain various types of reading. Explain the difference between speech and writing. 12
6. Explain the term personality and traits of personality. Give five qualities of effective presentation skills. 12
7. Explain the main stages for effective report writing. 12
8. Define Soft Skills. Give some tips to enhance your soft skills. 12

3. (a) Define the term Emotional intelligence. Give the four factor model for emotional intelligence. 14
- (b) Define personality theories. Explain Abraham Maslow's personality theory. 12
4. (a) "Suppose you have an HR interview after one week", explain the do's and dont's for the same. 14
- (b) What is cross cultural communication ? Define some tips for cross cultural communication. 12
5. (a) Define E-mail format and give tips for effective on-line (e-mail) communication. 14
- (b) Discuss important guidelines for delivering effective presentation. 12

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- (b) Discuss important guidelines for delivering effective presentation. 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.

4×12 = 48

1. (a) What do you understand by flow of Communication ? What are the major barriers of communication ? 6
- (b) Define formal and informal channels of communication. 6
2. (a) What factors are responsible for growth of Grapevine communication ? 6
- (b) Discuss the elements of a standard resume with the help of an example. 6

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