

Roll No.

Total Pages : 03

003606

May 2025

B.Tech. (Sixth Semester)

Soft Skills and Interpersonal Communication

(OEC-CS-601(I))

Time : 3 Hours

[Maximum Marks : 75

Note : It is compulsory to answer all the questions (1.5 marks each) of Part A in short. Answer any *four* questions from Part B in detail. Different sub-parts of a question are to be attempted adjacent to each other.

Part-A

1. (a) What is Negotiation skill ?
- (b) What is complex problem solving ?
- (c) How interviewer is different from interviewee ?
- (d) What is Emotional intelligence ?
- (e) What do you understand by work ethics ?
- (f) What is oral presentation ?

- (g) Explain the process of group discussion.
- (h) Define critical thinking.
- (i) Describe paralanguage with suitable example.
- (j) Explain Meta communication. $1.5 \times 10 = 15$

(11) Part-B

- 2. (a) What are the three important soft skills ?
Explain with example. 10
- (b) How to remain positive and handle conflict
in the workplace ? 5
- 3. (a) What do you mean by personality
development ? Explain the effective ways to
develop a sound personality. 5
- (b) How would you plan for conducting the
interview ? What necessary preparation
should be made before conducting the
interview ? 10
- 4. What is report writing ? Explain in detail the
important elements of long report. 15

5. (a) What is presentation ? Explain the tips for making the presentation effective. 5
- (b) Define communication and its' types. Do you think that communication plays an important role in the socio economic development of country ? 10
6. (a) Define Business Letter. Explain the types, principles and formats of Business letters. 10
- (b) Can leadership be learnt ? Can we train ourselves to be leaders ? 5
7. Draft a resume and covering letter for your desired job profile in your dream company. 15