

**Integ. MSc (CSF) Semester-4 Examination****ICSF - 211****Soft Skill Development****Time : 2-30 Hours]****May-2024****[Max. Marks : 70****Instructions:** Illustrate your answers with neat diagrams wherever necessary.**Que 1 Write the following**

- (i) Define Communication. Also, discuss its salient features and major objectives. (7 Marks)
- (ii) What do you mean by Group Discussion? Describe the salient features and important types of group discussion. (7 Marks)

**OR**

- (i) Explain in detail the habit of "Sharpening your saw". (7 Marks)
- (ii) Distinguish between Real Success and Imaginative Success. (7 Marks)

**Que 2 Write the following**

- (i) Why is it important to Think Win-Win? (7 Marks)
- (ii) Define self-esteem. Explain in brief the significance of self-esteem. (7 Marks)

**OR**

- (i) Define the term 'Failure'. Explain the reason for the failure. (7 Marks)
- (ii) Discuss any contrasting views or research findings regarding the impact of mass media on personality development. (7 Marks)

**Que 3 Write the following**

- (i) You are a team leader in a highly competitive work environment where egoistic insults among team members occasionally arise. Discuss a comprehensive strategy for managing egoistic insults within your team. (7 Marks)
- (ii) Discuss and analyze three distinct strategies individuals or leaders can employ to gain power and influence within organizations or social contexts. Provide real-world examples to illustrate each strategy's effectiveness and potential ethical implications. (7 Marks)

**OR**

- (i) Discuss the benefits of maintaining a positive attitude in personal and professional life. Provide examples from various contexts to illustrate how a positive attitude can lead to increased resilience, improved relationships, enhanced productivity, better health outcomes, and overall success. (7 Marks)
- (ii) Explain the Nature vs Nurture debate in the context of human development and behaviour. (7 Marks)

**Que 4 Write the following**

- (i) Explain in detail the importance of a resume in the context of job applications, (7 Marks) career advancement, and professional representation.
- (ii) How can one enhance personality through effective communication? (7 Marks)

**OR**

- (i) Write a note on telephone etiquette. (7 Marks)
- (ii) What is introspection? Explain in detail the self-introspection skills. (7 Marks)

**Que 5 Attempt any seven out of twelve**

(14 Marks)

- (i) What is an Interview?
- (ii) What is the process of exchanging information and meaning between individuals or groups called\_\_\_\_\_.
- (iii) What is empathy?
- (iv) What are interpersonal skills?
- (v) What is an essential element of effective public speaking?
- (vi) Emotional intelligence involve \_\_\_\_\_
- (vii) \_\_\_\_\_ communication skill involves using appropriate vocabulary and tone
- (viii) Give an example of a nonverbal communication cue.
- (ix) Which communication skill involves expressing ideas effectively through writing?
- (x) Give an example of written communication.
- (xi) What does it mean to be an active listener?
- (xii) Which communication skill involves understanding and respecting cultural differences?