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NOIDA INSTITUTE OF ENGINEERING AND TECHNOLOGY, GREATER NOIDA

(An Autonomous Institute Affiliated to AKTU, Lucknow)

B.Tech

SEM: VI - THEORY EXAMINATION (2024- 2025)

Subject: Soft Skills & Personality Development

Time: 3 Hours

Max. Marks: 100

General Instructions:

IMP: Verify that you have received the question paper with the correct course, code, branch etc.

1. This Question paper comprises of **three Sections -A, B, & C**. It consists of Multiple Choice Questions (MCQ's) & Subjective type questions.
2. Maximum marks for each question are indicated on right -hand side of each question.
3. Illustrate your answers with neat sketches wherever necessary.
4. Assume suitable data if necessary.
5. Preferably, write the answers in sequential order.
6. No sheet should be left blank. Any written material after a blank sheet will not be evaluated/checked.

SECTION-A

20

1. Attempt all parts:-

- 1-a. Which of these must be avoided in a group discussion? (CO1, K2) 1
- (a) Speaking facts
 - (b) Asking questions
 - (c) Speaking fast
 - (d) Speaking with clarity
- 1-b. During a team meeting, Ravi used a clear structure in his presentation, with an introduction, body, and conclusion. This approach highlights which key element of effective public speaking? (CO1, K3) 1
- (a) Humour
 - (b) Vocal variety
 - (c) Organization
 - (d) Spontaneity
- 1-c. What does the term "oculesics" refer to in non-verbal communication? (CO2, K2) 1
- (a) Use of facial expressions
 - (b) Eye contact and gaze behavior
 - (c) Vocal intonation
 - (d) Touch and physical contact
- 1-d. Which non-verbal cue is often associated with openness and receptiveness in communication? (CO2, K2) 1

- (a) Crossed legs
 - (b) Tightly crossed arms
 - (c) Leaning forward
 - (d) Avoiding direct eye contact
- 1-e. Job Interviews are interaction or conversations with (CO3, K2) 1
- (a) Informal attitude
 - (b) Alter Ego
 - (c) Extreme Profoundness
 - (d) Purpose
- 1-f. What does STAR stand for in behavioural interviews? (CO3, K2) 1
- (a) Suggestions, Technique, Agreement, Reaction
 - (b) Situation, Task, Action, Result
 - (c) Simulation, Task, Attitude, Research
 - (d) Situation, Technique, Action, Request
- 1-g. Listening is the ability to _____ and appropriately respond to the meaning of another person's spoken and nonverbal messages. (CO4, K2) 1
- (a) Understand
 - (b) Analyze
 - (c) Respect
 - (d) all of these
- 1-h. You're explaining a complex process in a technical document. What's the best way to structure the information? (CO4, K3) 1
- (a) Describe the process step by step.
 - (b) Copy the structure from other similar kind of document.
 - (c) List terms alphabetically.
 - (d) Randomly present information.
- 1-i. Which of these qualities are important in group discussion? (CO5, K2) 1
- (a) Emotional stability
 - (b) Hostility
 - (c) Ignorance
 - (d) Aggressiveness
- 1-j. Which of the following is a correct way to develop leadership skills? (CO5, K2) 1
- (a) Ignoring team members' concerns
 - (b) Taking initiative and encouraging teamwork
 - (c) Avoiding responsibilities
 - (d) Making decisions without considering others

2. Attempt all parts:-

- 2.a. Mention any two C's of communication. (CO1, K2) 2

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|------|---|---|
| 2.b. | Discuss the impact of vocal tone in non-verbal communication. Give an example to illustrate its importance. (CO2, K4) | 2 |
| 2.c. | How can a candidate create a strong first impression? (CO3, K3) | 2 |
| 2.d. | How does proofreading contribute to professional email writing? (CO4, K2) | 2 |
| 2.e. | What are some effective ways to manage time efficiently? (CO5, K3) | 2 |

SECTION-B

30

3. Answer any five of the following:-

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|------|---|---|
| 3-a. | Reflect on a public speaking experience (real or hypothetical) and analyze how you would improve its effectiveness based on communication principles. (CO1, K4) | 6 |
| 3-b. | Discuss the ethical responsibilities of a public speaker. (CO1, K4) | 6 |
| 3-c. | Explore the influence of non-verbal cues on first impressions. How do factors like handshake, facial expressions, and overall body language contribute to forming initial judgments about a person? (CO2, K5) | 6 |
| 3-d. | A customer complains aggressively to a service representative. How should the representative respond assertively without escalating the situation? (CO2, K3) | 6 |
| 3.e. | How should a candidate discuss weaknesses in an interview without negatively affecting their chances? (CO3, K4) | 6 |
| 3.f. | Draft a professional email requesting information about a new funding opportunity, ensuring clarity, conciseness, and professionalism. (CO4, K6) | 6 |
| 3.g. | Your company is introducing diversity and inclusion programs. As an employee, how will you support and contribute to workplace diversity? (CO5, K3) | 6 |

SECTION-C

50

4. Answer any one of the following:-

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|------|---|----|
| 4-a. | Why is feedback important for improving public speaking skills? How can one use constructive criticism to become a better speaker? (CO1, K4) | 10 |
| 4-b. | Discuss how effective public speaking skills can influence leadership and decision-making. Illustrate with real-life instances or case studies. (CO1, K5) | 10 |

5. Answer any one of the following:-

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|------|--|----|
| 5-a. | Elaborate on the concept of non-verbal leakage. How can unintentional cues, such as facial expressions or body movements, reveal true emotions or intentions even when individuals attempt to conceal them verbally? (CO2, K4) | 10 |
| 5-b. | A job candidate appears confident in their answers but avoids eye contact and has a slouched posture. How might this affect their interview outcome, and how can they improve? (CO2, K4) | 10 |

6. Answer any one of the following:-

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|------|--|----|
| 6-a. | Identify five major mistakes candidates make in interviews and suggest ways to avoid them. (CO3, K4) | 10 |
| 6-b. | Discuss the importance of adapting communication style to the interviewer's personality. (CO3, K4) | 10 |

7. Answer any one of the following:-

- 7-a. Draft a letter sharing a bad news message. Invent the necessary details. (CO4, K6) 10
- 7-b. "Active listening is different from hearing". Comment on the statement with examples. (CO4, K5) 10

8. Answer any one of the following:-

- 8-a. You are required to give a project presentation to senior management. Explain how you will use verbal and non-verbal communication effectively to deliver your message. (CO5, K3) 10
- 8-b. You are working in a multicultural team with members from different countries. Explain how you will ensure smooth communication and avoid cross-cultural misunderstandings. (CO5, K5) 10

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