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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 (2025 - 2026)

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:-

- | | | |
|-------|---|---|
| (1.1) | Which of the following is an example of written communication? (CO1, K3) | 1 |
| | (a) A face-to-face conversation | |
| | (b) A text message | |
| | (c) A phone call | |
| | (d) A video conference | |
| (1.2) | What is feedback in communication? (CO1, K3) | 1 |
| | (a) The process of sending a message. | |
| | (b) The response to a message. | |
| | (c) The act of interrupting someone while they are speaking. | |
| | (d) The act of ignoring a message. | |
| (1.3) | Which of the following is an example of paralanguage in non-verbal communication? (CO2, K2) | 1 |
| | (a) Facial expressions | |
| | (b) Body language | |
| | (c) Tone of voice | |
| | (d) Gestures | |
| (1.4) | Kinesics primarily involves the study of: (CO2, K2) | 1 |
| | (a) Facial expressions | |
| | (b) Body movements | |
| | (c) Posture | |
| | (d) All of the above | |

- (1.5) Job Interviews are interaction or conversations with (CO3, K3) 1
- (a) Informal attitude
 - (b) Alter Ego
 - (c) Extreme Profoundness
 - (d) Purpose
- (1.6) Suppose you are put into a formal conversation where you are supposed to take a stand for or against the motion. What would you call it? (CO3, K3) 1
- (a) Online chatting
 - (b) Interview
 - (c) Brainstorming
 - (d) Debate
- (1.7) Which word is used in technical writing? (CO4, K3) 1
- (a) Apex
 - (b) Top
 - (c) Slanting
 - (d) Bottom
- (1.8) Tata Motors has decided to lay off some of its employees owing to its declining financial condition. However, the HR manager of the company wrote to each of the outgoing employees informing them that they were entitled to a letter of recommendation, besides the regular severance package, in acknowledgement of their long-term service to the company. Which of the following purposes does this message serve? (CO4, K3) 1
- (a) To minimize negative feelings
 - (b) To build good will
 - (c) To console the employees
 - (d) D. None of the above
- (1.9) In which situation is it appropriate to use "please" and "thank you"? (CO5, K5) 1
- (a) Only when asking for a favor
 - (b) Only when receiving a gift
 - (c) In any interaction where courtesy is expected
 - (d) Only when speaking to authority figures
- (1.10) The tone of voice in communication refers to (CO5, K5) 1
- (a) utilization of words or phrases to create an impact on the audience
 - (b) business interaction with customers
 - (c) a powerful weapon for moulding the public's view
 - (d) All of above

2. Attempt all parts:-

- (2.1) What is the full form of SWOT? (CO1, K3) 2
- (2.2) How can paralanguage influence the interpretation of a message? Provide an example. (CO2, K2) 2
- (2.3) What does SWOT stand for? (CO3, K3) 2

(2.4)	What are the two important things to be kept in mind while writing an email? (CO4, K3)	2
(2.5)	What are the 5 rules of office etiquette? (CO5, K5)	2
SECTION-B		30
Answer any <u>one</u> of the following:-		
(3.1)	Give your viewpoints on, “The role of human teachers in teaching a language”, in minimum 200 words. (CO1, K3)	6
(3.2)	“Communication is a two-way process.” Elaborate with examples. (CO1, K3)	6
Answer any one of the following:-		
(3.3)	Discuss the impact of eye contact in interpersonal communication. How does prolonged eye contact differ from fleeting glances, and what can each communicate in various social contexts? (CO2, K2)	6
(3.4)	Describe the significance of paralanguage in communication. How can variations in tone, pitch, and pace influence the interpretation of spoken words, and what role do they play in effective communication? (CO2, K2)	6
Answer any one of the following:-		
(3.5)	Briefly differentiate between Appraisal interview and exit interview? (CO3, K3)	6
(3.6)	Describe a strategy to handle challenging interview questions effectively. (CO3, K3)	6
Answer any one of the following:-		
(3.7)	As a resident, write an email to the Municipal commissioner of your city, Mr.Ashok, reporting nuisance of a building under construction beside your place. Sign the email as Kumar. (CO4, K3)	6
(3.8)	You and your team purchased an industrial-grade microcontroller for a robotics project, but it is faulty. Draft a detailed email to the manufacturer requesting a replacement, ensuring technical clarity. (CO4, K3)	6
Answer any one of the following:-		
(3.9)	Should you avoid discussing sensitive topics like politics or religion at the workplace? Why or why not? (CO5, K5)	6
(3.10)	Can you give an example of how reframing a negative situation into a learning opportunity can foster a positive attitude? Discuss. (CO5, K5)	6
SECTION-C		50
4. Answer any <u>one</u> of the following:-		
(4.1)	Harrey discusses the benefits of offline classes in a group discussion and gets aggressive over a point. Is he going to be selected? Yes/No. Give reasons. (CO1, K3)	10
(4.2)	What are the essentials of a group discussion? How can one excel in the discussion? (CO1, K3)	10
5. Answer any <u>one</u> of the following:-		
(5.1)	Explore the role of non-verbal communication in conflict resolution. How can your understanding and efforts addressing non-verbal cues contribute to resolving conflicts and building positive relationships? (CO2, K2)	10

- (5.2) Discuss the significance of non-verbal communication in leadership. How do leaders use body language, gestures, and other non-verbal cues to inspire trust, convey authority, and establish a positive workplace culture? (CO2, K2) 10
6. Answer any one of the following:-
- (6.1) How would you tailor your CV/ Resume for a technical interview? (CO3, K3) 10
- (6.2) Why are there exit interviews? What is the significance of conducting such types of interviews? Explain with suitable examples. (CO3, K3) 10
7. Answer any one of the following:-
- (7.1) Draft a letter sharing a bad news message. Invent the necessary details. (CO4, K3) 10
- (7.2) Write review of the movie that you have recently seen. (CO4, K3) 10
8. Answer any one of the following:-
- (8.1) Should you avoid using a speakerphone or playing loud media in public areas? Share any of your experiences when you used loud music in public. (CO5, K5) 10
- (8.2) How would you handle the confidential information or sensitive data at the workplace? Discuss. (CO5, K5) 10