

28/11/19  
VCD

FYBSC CS - Soft Skills -Sem I- 2 ½ Hours - Marks: 75

- N.B
- 1) All questions are compulsory.
  - 2) Figures to right indicate full marks.
  - 3) Illustrations, in-depth answers and diagrams will be appreciated.
  - 4) Mixing of sub-questions is not allowed.
  - 5) Assume suitable data if required.

**Q.1 Attempt All (Each of 5 Marks)**

(15 M)

**(a) Multiple choice questions**

- i. Recognising, understanding and regulating emotions, are examples of.....Competencies.  
a. Personal b. Social c. Interpersonal d. Professional
- ii. Thinking .....  
a. Decoding, Encoding b. Encoding, Decoding  
c. Remembering d. Designing, Implementing
- iii. Group Discussion is used for .....  
a. Decision making b. Shortlisting the candidate  
c. a & b d. none
- iv. .... are part of professional etiquettes.  
a. Phones b. e-mails  
c. Phone and e-mail d. Presentations
- v. Creativity is related to new ..... and .....  
a. Ideas, process b. product, market  
c. technology, rules d. design, art

**(b) Fill in the blanks**

( Black, Leader, Response, Telephonic, Purple, Exit, Red, Message )

- i. A .....is sent by receiver to sender.
- ii. ....Interviews are conducted when employee is on notice period or about to leave the project.
- iii. To prevent the mistakes.....hat is used.
- iv. The true .....moves with the team and makes thing happen
- v. The .....style is associated with tough negotiator.

**(c) Short answers (Attempt all)**

- i. Curriculum Vitae
- ii. Decoding
- iii. Ideas for learning
- iv. List any two Leadership traits
- v. Telephonic Interview

**Q. 2 Attempt the following (Any three)**

(15 M)

- a. What are various digital communication technologies? (name any 5)
- b. Write note on significance of Communication.

- c. Explain etiquettes of Video Conferencing.
- d. What is the importance of non-Verbal cues?
- e. Explain Listening.
- f. What is importance of Emotional Intelligence in soft skill development?

**Q. 3 Attempt the following (Any three)**

(15 M)

- a. Differentiate between Resume and Curriculum Vitae.
- b. What is cover letter? Why it is important?
- c. What is second or On-site interview?
- d. Briefly describe the steps in planning presentation.
- e. Write note on importance of work ethics.
- f. What are the traits identified in GD?

**Q. 4 Attempt the following (Any three)**

(15 M)

- a. Explain De Bono's theory.
- b. What are the various strategies for capacity building?
- c. What are the healthier ways to combat stress?
- d. Discuss necessity of negotiation?
- e. Write note on Decision making.
- f. Write salient features of corporate culture.

**Q. 5 Attempt the following (Any three)**

(15 M)

- a. Write an e-Mail to municipal officer as a complaint of water logging near your area. Use etiquettes and assume necessary data.
- b. Prepare resume for the post of physical trainer in school.
- c. Explain any five ethical values one must owe in public transport.
- d. Explain types of team.
- e. Describe any 5 modes of training on ethics at workspace.