**ABES Engineering College, Ghaziabad**

# B. Tech First Year Even Semester Sessional Test-2

**Printed Pages: 3**

**Session: 2023-2024**

**Course Code: BAS 205 Roll No.:**

**Course Name: SOFT SKILLS Time: 2hrs**

**Maximum Marks: 70**

**Instructions:**

1. **Attempt All sections.**
2. **If require any missing data, then choose suitably.**

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| **Q. No.** | **Question** | **Marks** | **CO** | **KL** | **PI** |
| **Section-A Total Marks: 16**  **Section-A** | | | | | |
| **1** | **Attempt ALL Parts** |  | | | |
| **a)** | What are the 3P’s of Business Letter writing?  Purposeful, People oriented and precise | **2** | **CO3** | K1 | 9.2.4 |
| **2** | **Attempt ANY ONE part from the following** |  |  |  |
| **a)** | Describe some common etiquette in written communication. | **5** | K2 | 9.2.4 |
| **b)** | Enlist the various components of Letter Writing.  Heading, date, inside address ,reference, subject, attention line, salutation, body, complimentary close, signature, identification marks, enclosure, copy notation | **5** | K2 | 9.2.4 |
| **3** | **Attempt ANY ONE part from the following** |  |  |  |
| **a)** | Transform the following compound sentences into complex sentences:  1)I finished my homework and went out to play with my friends.  Ans) After I finished my homework, I went out to play with my friends.   1. It was very cold, so I wore a sweater.   Ans)It was so cold that I had to wear a sweater. 3. Harold is not keeping well, yet he helps his sister out with the household chores.  Ans) Although Harold is not keeping well, he helps his sister out with the household chores. 4. You must practice well, or you will not be able to perform well.  Ans) If you do not practise well, you will not be able to perform well  5. It was cloudy therefore, we went by car.  Ans) Since it was cloudy, we went by car. 6. My bike was out of petrol, so I had to go to the nearest petrol station.  Ans) Since my bike was out of petrol, I had to go to the nearest petrol station. 7. Naina was very ill, therefore we had to take Naina to the hospital.  Ans) As Naina was very ill, we had to take her to the hospital.  8. Rahul worked at the grocery store and studied French at the college as well.  Ans) Not only did Rahul work at the grocery store but also studied French at the college. 9. You must follow the traffic rules or you will be punished.  Ans) If you do not follow the traffic rules, you will be punished. | **9** | K3 | 10.1.2 |
| **b)** | Go through the following sentences and transform them as directed.  1. Though we were not sure if we could finish it, we volunteered to help them. (Change into a compound sentence)  Ans) We were not sure if we could finish it, but we volunteered to help them. 2. Not only did Leslie work on his assignment but also helped me finish mine. (Change into a compound sentence)  Ans) Leslie worked on his assignment and helped me finish mine as well.  3. As a result of our continuous efforts, we were able to create a working model of the hospital bed successfully. (Change into a complex sentence)  Ans)  Since we put in continuous efforts, we were able to create a working model of the hospital bed successfully.  4. In order to reduce weight, Anjali has to eat a balanced diet.(Change into a compound sentence)   Anjali has to reduce weight, so she has to eat a balanced diet.  5. I looked for Danny everywhere but I could not find him. (Change into a complex sentence)  Ans) Though I looked for Danny everywhere, I could not find him.  6. My cousins and I went for a movie yesterday as we were bored. (Change into a compound sentence)  Ans) My cousins and I were bored, therefore we went for a movie yesterday.  7. Bidding goodbye, Maleeka hugged Raimy for one last time. (Change into a compound sentence)  Ans) Mazeeka bid goodbye and hugged Raimy for one last time.  8. On seeing his mom, the little boy ran to her. (Change into a complex sentence)  Ans)The little boy ran to her after seeing his mom. 9.Opening the door, he asked for my permission to come in.( Change into a complex sentence)  Ans) As he opened the door, he asked for my permission to come in. | **9** | K3 | 10.1.2 |
| **Section-B Total Marks: 27** | | | | | |
| **4** | **Attempt ALL Parts** |  | | | |
| **a)** | Define Kinesics.  The physical movement of the body and their study is known as body language or kinesics. | **2** | **CO4** | K1 | 10.1.3 |
| **b)** | Explain ‘Articulation’ as a Paralinguistic element.  Articulation is the aspect of pronunciation that involves bringing articulatory organs so as to shape the sounds of speech. | **2** | K2 | 10.2.2 |
| **5** | **Attempt ANY ONE part from the following** |  |  |  |
| **a)** | Elaborate on the role of ‘Time Dimension’ in the process of communication. List its types.  Ans) Chronemics is the study of the way we structure and use time. Using time implies the meaning we attach to it.  **Monochromic People:-**  Such type of people concentrate on their job and take time commitments seriously. They are committed to their job and understand their responsibility towards the organization they work in .For such type of people timing is very important. For them timing is like commodity, it is scheduled, managed and arranged. They Usually take up one task at a time.  **Polychromic people:-**  Such type of people try to do many things at once. They have less importance of professional commitments in their life. They can break an appointment or meeting if their family needs them without any guilt Or an apology. | **2.5+2.5** | K2 | 10.1.3 |
| **b)** | Explain the different types of Gestures with suitable examples.  Ans) In addition to the face and eyes, other body parts move and convey meaning. These movements are known as gestures, the physical movement of arms, legs, hands and head.  Descriptive gesture  Emphatic Gestures  Enumerative  Symbolic  Locative | **5** | K2 | 10.2.2 |
| **6** | **Attempt ANY ONE part from the following** |  |  |  |
| **a)** | "The whole purpose of the Presentation is to enable people to learn. Your mission is not to transmit information but to transform learners." In light of the above statement, highlight the characteristics and the process involved in planning of the presentation.  Ans) A presentation conveys information from a speaker to an audience. Presentations are typically demonstrations, introduction, lecture, or speech meant to inform, persuade, inspire, motivate, build goodwill, or present a new idea/product.The planning of a presentation involves following steps:  DEFINING INTRODUCTION:  Identifying Topic- The topic is a general outline of the subject​  should arouse interest​  should stand alone as a message​  should tell  something about the presentation​  DEFINING PURPOSE​  General purpose includes:​  •To inform​  •To persuade​  •To demonstrate.​  ANALYZE THE AUDIENCE​  A- Audience ​  U- Understanding ​  D- Demographics ​  I – Interest ​  E- Environment ​  N- Needs ​  C- Customized ​  E- Expectations ​  ANALYZING LOCALE​  Place of presentation – whether a large auditorium or a conference room​  A podium or table provided.​  Public address system available.​  Seating arrangement, room temperature and lighting​  Visual aids available. ​  If  you identify any problems in physical environment in advance, you can either ask for alternative  arrangement or modify your materials, visual aids and style to suit the environment. | **4.5+4.5** | K2 | 10.1.3 |
| **b)** | Draw a comparison between “Memorizing the Manuscript” and “Reading the Manuscript” methods of Presentation. Weigh their advantages and disadvantages over each other.  **Memorizing the Manuscript**   * This method of presentation can be one of the most effective methods of presentation. * But it requires an extra ordinary power to memorize because if the presenter forgets his text, his speech will sound stilled / unnatural and the presentation will go haywire. * Therefore, speaker should avoid memorizing long speeches. * However, memorizing a quotation, an opening paragraph, or a few concluding remarks will strengthen his delivery and impress the audience.   **Advantages:-**   * It is very easy for speakers to maintain an eye contact with the audience. * The speaker can easily move and make appropriate use of non-verbal communication. * It is possible to finish the speech in allotted time.   **Disadvantages:-**   1. Memorization requires too much time. 2. There are chances of making it dull and boring because we go exactly by whatever we have memorized. 3. No flexibility or adaptation is possible. 4. Memory skills may fail us if not rehearsed properly. 5. The speaker may get nervous if he forgets a word or a sentence.   **Reading the Manuscript**   * In this mode material is written and we read it aloud. * For this mode to be effective we should know what is written where. * This method is often used whenever a complex or technical presentation is made such as the description of some machine or the policy matters of an organization.   **Advantages:-**   1. It is a permanent and accurate record of whatever we have to say. 2. There is no chance of tampering with the facts and figures. 3. The material is organized systematically. 4. Language gets polished.   **Disadvantages:-**   1. As we are reading throughout, we fail to establish eye contact with the audience. 2. It is rigid and closed as adaptation is difficult. 3. There is not much scope for non-verbal communication. 4. Conversational flavor takes a back seat. 5. In the absence of effective reading skills we fumble over words, punctuations, etc. making it uninteresting. | **4.5+4.5** | K2 | 10.1.3 |
|  |  |  |  |  |
| **7** | **Attempt ANY ONE part from the following** |  |  |  |
| **a)**  Ans) | “Spoken words are ephemeral, & because of this limitation, speeches often need strong visual support**”.** Bring out the truth of the above statement by highlighting the importance of audio-visual aids. Also, provide a guideline for selecting the most appropriate visuals.   * **Illustrate key points** * **Signal transition from one part of the presentation to the next** * **Makes demonstration of complicated data easy** * **Help listeners retain information** * **Increase audience interest by breaking the monotony**   **SELECTING THE RIGHT VISUALS**   * **To present detailed, exact values, use tables** * **To illustrate trends over time, use a line chart or a bar chart.** * **To show frequency or distribution, use a pie chart, segmented bar chart, or area chart.** * **To compare one item with another, use a bar chart.** * **To compare one part with the whole use a pie chart.** * **To show geographic relations, use a map.** * **To illustrate a process or a procedure, use a flow chart or a diagram.** | **6+3** | K2 | 10.3.2 |
| **b)**  ANS) | Edward T. Hall has given four types of space language, depending on the distance. Discuss the theory and the role of Space Language in the process of Communication.  **Proxemics is the study of the use of space, distance, and proximity in interpersonal communication.**  **Role of Space language:-**  Personal Space or a distance from the other persons is a powerful concept. Research suggests that space is directly related not only to the relationships with other persons but also with the interpretation or meaning of the messages conveyed by others. For instance, a person expressing anger from far away is supposed to be less threatening, but if the person is closed, the expression of anger becomes more threatening. It is important to maintain the adequate distance from others to send the right signals. For example, while standing in a queue, and if not maintaining the distance people will mark you as pushy. Or while standing in a group, no matter how close the group members are to each other, if you move closer to someone in that group and they back away that means you are entering to their personal space or comfort zone and thus you should step back. Despite of all this there are some situations when we get too close to other person. For example sharing a secret from the distance of ten feet is not only difficult but will also wipe out the confidentiality of message and therefore we need to stand close to share secret messages.  Edward T. Hall has given four types of space language, depending on the distance:   1. **Intimate Space Language:** the closest "bubble" of space surrounding a person. Entry into this space is acceptable only for the closest friends and intimates.   It refers to the space from zero to one & half feet, where people are able to touch each other easily. In most times the body moments begins within the area of 18 inches around the person. That is why the imperative and close body language is used within this particular area. Mainly, only our family members, friends and selected people enter this area. Those selected people are definitely special people, with a special relationship. The conversation between these people has the exceptional significance. The language which is used within this small, intimate, group or circle may not possess many words. Feelings play the crucial role over here, the body language like facial expressions, Eye contact, handshake, pat on the back or shoulders are also noticeable. Even sometimes whispers take the place of loudly spoken words. In a nutshell, this is the real, non-verbal - proximity, Proximity is a language of space which means nearness. The nearer we are to the person with whom we want to communicate, the more intimate the relationship of communication will be.   1. **Personal Space Language:** Personal space is our "comfort zone". When it is breached, we often begin to feel uncomfortable. It extends from one and half to four feet and here people are easily able to shake hands, as the distance is no more than the arm length As in intimate space, we mostly converse in soft voice, or at a low pitch, personal space that expands from 18 inches to 4 feet we have normal conversation with close ones. They may be friends, colleagues, acquaintances and visitors. Here people rise above from the intimate circle around them of closeness and confidence. Communication in this circle is also chiefly personal in nature; it is comfortable and informal for most of the people are familiar to each other. This group or circle allows unplanned talks and impulsive discussions. On the other hand, some imperative decisions may also be taken in this circle 2. **Social Space Language**: the spaces in which people feel comfortable conducting routine social interactions with acquaintances as well as strangers. Social zone runs from four to ten feet. It is mostly used in day to day social & business activities and thus been called the social space. People use this space mostly for formal purposes, and the associations or the interactions within this circle are mainly official. They do most of the business within this area. While emotions, feelings, shared likes and dislike may come up in the intimate & personal space, more rationale and planning are used in the social space. Therefore, this social space is significant for business purposes 3. **Public Space Language:** The area of space beyond which people will perceive interactions as impersonal and relatively anonymous. This extends to more than ten feet, it is a situation where people do not know each other and so there are very less chances of close interaction, it is generally used in public speaking. In this huge area communication becomes even more formal. The feelings and friendliness of 'intimate' and 'personal' space is replaced by the detachment of perception, neutrality and formal approach of conversations. People whose circle is almost always larger, i.e. those communicating in the zone of public space have to raise their voice so that it can be clearly heard by everyone | **6+3** | K2 | 10.2.2 |
| **Section-C Total Marks: 27** | | | | | |
| **8** | **Attempt ALL Parts** |  | | | |
| **a)**  **Ans)** | What do you understand by ‘Mental Illness’?  **‘Mental illness’ is a shorthand term for a variety of illnesses that affect our mental well-being. It covers a range of symptoms and experiences.** | **2** | **CO5** | K1 | 9.2.4 |
| **b)** | How does ‘Social Interaction’ act as an External Stressor?   1. **Rudeness** 2. **Bossiness** 3. **Aggressiveness by others** 4. **Bullying**   Social stress can also emerge during performance situations, where co-workers or managers can be judgmental or critical, or in settings where one feels rejected, ostracized, or ignored. Workplace social stressors can lead to outcomes that are in direct opposition to positive organizational behaviors and consequences. This happens because social stressors deplete a person’s coping resources or ability to deal with strain. It can weaken their resilience. Research shows that social stressors can lead to:   * decreased job satisfaction * feelings of failure * increased turnover * loss of productivity * reduced altruism and teamwork | **2** | K1 | 9.2.4 |
| **9** | **Attempt ANY ONE part from the following** |  |  |  |
| **a)** | Explain the 4A’s of Stress Management.  **Avoid:-** It is impossible to escape some of the minor stressors that tend to trouble people. Create distance between you and the reason of the stress. Say no, when necessary.  **Alter:-**Communicate clearly and let people know your expectations. It can make a world of difference. Respectfully ask the person to alter how he/she is treating to you. Remember to use “I” statements when addressing the person about how you feel. State your limitations in advance. For example, you can say, ”I only have five minutes to talk”.  **Accept:** Accepting the situation can ease much of the stress when avoiding and altering doesn’t work. Talk with the person about how you are feeling. Call a friend, get coffee with a relative or schedule an appointment with a therapist. Forgive yourself or others.  **Adapt:** Changing your standards and expectations of stressful situations can help you cope with stress: Don’t strive for perfection .Instead , make reasonable substitutes throughout your daily life. | **5** | K2 | 9.2.4 |
| **b)**  Ans) | “Leadership is lifting a person's vision to high sights, the raising of a person's performance to a higher standard, the building of a personality beyond its normal limitations. “In the light of the above statement, explain the 4 factors of Leadership.   * **Communication**-The nonverbal communication is leading. E.g.- when you set example that communicates to your people that you would not ask them to perform anything that you would not be willing to do. Bad communication harm the relation between leader and employee. * **Situation-**We must use our judgment to decide the best course of action and the leadership style needed for each situation. What we do in one situation will not always work in another. * **Leader** - You must have an honest understanding of who you are, what you know and what you can do. To be successful you have to convince your followers not your superiors, that you are worthy of being followed. * **Follower** -You must know your people. The fundamental starting point is having a good understanding of human nature, such as needs, emotions and motivation | **5** | K2 | 9.2.1 |
| **10** | **Attempt ANY ONE part from the following;** |  |  |  |
| **a)**  Ans) | “Leadership is the capacity to translate vision into reality.” Throw some light on the essential qualities of a good leader.   * Integrity- is the integration of outward actions and inner values. A person of integrity is the same on the outside and on the inside. Such an individual can be trusted because he or she never veers from inner values, even when it might be expeditious to do so. A leader must have the trust of followers and therefore must display integrity * Values-: Leadership values are the core beliefs and principles that guide us in our personal and professional lives. Your values can be defined as the things you believe are most important to achieving your goals and being happy. Leadership values are closely connected to both your personal core values and the values of your company. * Trust- In a leadership context, trust means that employees expect their leaders to treat them well, and, consequently, are comfortable being open with their leaders. * Self-confidence & Courage- Self-confidence can be described as an ability to be certain about one's competencies and skills. It includes a sense of self-esteem and self-assurance and the belief that one can make a difference . Leaders who are self-confident tend to deal immediately and directly with problems and conflicts, rather than ignoring, or passing problems to others . Leadership involves influencing others and self-confidence allows the leader to feel assured that his or her attempts to influence are appropriate and right. * Communication and Networking- The leaders must communicate the vision and goals to his team to motivate them to achieve them with efficiency.According to Center for Creative Leadership, “leadership networking is about developing and using your networks in a way that builds relationships and strengthens alliances in service of your organization’s work and goals.”In order to maintain a strong relationship with other people, it’s important to have good communication skills, as well as the ability to manage conflict and maintain relationships over time. * Problem Solving & Trouble- Shooting Assertiveness- **Assertiveness** is not the same as aggressiveness. Rather, it is the ability to clearly state what one expects so that there will be no misunderstandings. A leader must be assertive to get the desired results. Along with assertiveness comes the responsibility to clearly understand what followers expect from their leader | **9** | K2 | 9.2.1 |
| **b)**  Ans) | “Mental health awareness doesn’t mean fighting stress, anxiety, depression and other everyday mental health issues, rather it means consciously modulating the habits that intensify those issues.” What do you understand by Stress? Discuss its signs and types, giving suitable examples.  Stress is the wear and tear our minds and bodies experience as we attempt to cope with our continually changing environment.  Signs:-Insomnia, Loss of mental concentration, Absenteeism, depression, Extreme anger and frustration, family conflict ,migraine, headaches and back problem. | **3+6** | K2 | 9.2.4 |
| **11** | **Attempt ANY ONE part from the following** |  |  |  |
| **a)** | Owen Moran, a health educator at Concordia University (Canada), recommends A 5-step framework that can be used to help individuals design their own stress management plan. Discuss the framework.  **Owen Moran,** a health educator at Concordia University (Canada), recommends the following 5-step framework that can be used to help individuals design their own stress management plan.  **Step 1: Identify if the person is stressed:** This can be difficult, as some signs and symptoms of stress are also those of medical problems. One can identify his/her own response to stress, which tends to be stable over time.  **Step 2: Identify the stressor:** Stress is usually related to change. So, looking at recent changes in one’s life is a good place to start.  **Step 3: Determine the reason for this stressor.** Examining beliefs, values and attitudes as well as stress promoting ways of thinking may help narrow down the reason for the stressor.    Step 4:-Select and apply an appropriate stress management strategy or skill.  3 level approach:  Level 1 : Address the cause of stress and preferably eliminate it or at least reduce it to make it manageable. This can be done in several ways:  Avoid or eliminate the event or situation that is stressful(e.g. avoiding visitors if one is loaded with work)  Reduce the intensity of the stressor(e.g. providing information to clarify a situation or event)  Reduce exposure to the stressor(run errands away from peak hours)  Level 2: Short term stress management strategies and skills:- Some common relaxation techniques that a person can use are breathing exercises, meditation ,visualization ,massage ,exercise, humour or hobby .  Level 3: Long term stress management strategies and skills:-  Become a positive thinker  Cultivate healthy relationships  Build skills such as time management, problem solving, conflict resolution, negotiation etc | **9** | K2 | 9.2.4 |
| **b)**  Ans) | “Times of stress are also times that are signals for growth, and if we use adversity properly, we can grow through adversity.” With an eye for detail, discuss the different types of stressors. Supplement with suitable examples.    **External Stressors**  **Physical Environment**   1. Noise 2. Bright lights 3. Heat 4. Confined spaces   **Social Interaction**   1. Rudeness 2. Bossiness 3. Aggressiveness by others 4. Bullying   **Daily Hassles**   1. Commuting 2. Misplaced Hassles 3. Mechanical Breakdown   **Major Life events**   1. Birth 2. Death 3. Lost Job 4. Promotion 5. Marital status changed   **Organizational**   1. Rules 2. Regulations 3. Red-tape 4. Deadlines   Internal Stressors  **Lifestyle Choices**   1. Caffeine 2. Lack of sleep 3. Overloaded schedule   **Negative Self- Talk**   1. Pessimistic thinking 2. Self-Criticism 3. Over analysing   **Mind traps**   1. Unrealistic expectations 2. Taking things personally 3. Exaggeration 4. Rigid thinking   **Personality Traits**   1. Perfectionists 2. Workaholics | **7+2** | K2 | 9.2.4 |

CO Course Outcomes mapped with respective question

KL Bloom's knowledge Level (K1, K2, K3, K4, K5, K6)

K1- Remember, K2- Understand, K3-Apply, K4- Analyze, K5: Evaluate, K6- Create