

KNT/KW/16/4253/5947/5952/5957/6379/7657/7662

Diploma (One Year) (B.Voc.) Semester-I (General Education Component) Examination

SOFT SKILL DEVELOPMENT-I

Paper-2

Time : Three Hours]

[Maximum Marks : 70

N.B. :- (1) All questions are compulsory.

(2) All questions carry equal marks.

EITHER

1. (A) What are the various types of non-verbal communication ? 7
- (B) What are the various remedial measures applied to remove barriers of communication ? 7

OR

- (C) What are the essential factors applied for effective business writing ? 7
- (D) Discuss the process of business communication. 7

EITHER

2. (A) Explain in detail the term 'Spot Analysis'. 7
- (B) Explain the importance of personal planning and success attitude. 7

OR

- (C) Explain the importance of creating the master plan. 7
- (D) What are the various self management techniques ? 7

EITHER

3. (A) Explain the importance of motivation; with different levels. 7
- (B) Explain the importance of oral and written communication. 7

OR

- (C) What are the different tips applied for technical writing ? 7
- (D) What are the benefits of public speaking ? 7

EITHER

4. (A) Explain the meaning of goal setting and time management. 7
(B) Explain the importance of group discussions. 7
- OR**
- (C) What is team work ? Explain its benefits. Explain in detail. 7
(D) Explain in detail, how to face personal interviews ? 7
5. Write short notes on :
- (A) Sound system of English 3½
(B) Self image and self esteem 3½
(C) Body language 3½
(D) Office etiquettes. 3½