

PRANVEER SINGH INSTITUTE OF TECHNOLOGY KANPUR
Even Semester **Session 2021-22** **Pre-University**
B. Tech. 2nd Semester

Soft Skills-II (KNC 201)

CO Number	Course Outcome
CO1	Identify (Knowledge L1) the four elements of communication skills: LSRW.
CO2	Understand (Comprehension L2) the concept of creativity; dynamics of conversation and extending it to social skills.
CO3	Apply (Application L3) their knowledge of 4 A's of communication to generate team work, leadership and positive thinking; employ (Application L3) their knowledge on motivational skills and techniques for goal setting, optimal performance, and use (Application L3) the same for ensuring active environment of trust amongst employees.
CO4	Analyze (Analysis L4) the credibility of claims and hold in-depth discussion on bias and prejudices for logical and critical thinking.

Time: 3 Hrs.

M. M. 100

Section A

(2X10 = 20 Marks)

Q1. Attempt all questions:

- | | | |
|----|---|-----|
| a) | Define Noise with reference to communication. | CO1 |
| b) | Describe churning as a reading style. | CO1 |
| c) | List importance of tongue twisters. | CO1 |
| d) | Describe sources of motivation. | CO1 |
| e) | List types of technical writing methods. | CO1 |
| f) | Describe essentials of soft skills. | CO1 |
| g) | Find the type of reading style in the following example: 'Reading a leaflet handed to you in the street.' | CO1 |
| h) | Differentiate between intelligence and critical thinking. | CO2 |
| i) | Identify the most important way to avoid Conversational barrier. | CO2 |
| j) | Paraphrase importance of team work and communication. | CO2 |

Section B

Q2. Attempt all questions.

(10X3 = 30 Marks)

- | | | |
|-------|--|-----|
| (a) | Explain attributes of purposeful socializing. | CO2 |
| b-(i) | Explain rules of conversational skills. | CO2 |
| OR | | |
| (ii) | Explain, 'Interpersonal skills are essential in maintaining professional relationships in the workplace hierarchy' | CO2 |
| c-(i) | Illustrate Maslow's Theory of Motivation with the help of pyramid of need. | CO3 |
| OR | | |
| (ii) | Interpret the application of 4As in stress management. | CO3 |

Section C

(10X5 = 50 Marks)

Q3. Attempt all questions:

- a i) Show relation between Goal Setting and Constructive Feedback as improvement techniques for relationship management at workplace. CO 3
OR
- ii) Discover the usage of Intrinsic and Extrinsic motivation with examples. CO3
CO3
- b i) Interpret the concepts of resilience building and self-belief. CO3
OR
- ii) 'Eustress can produce coping abilities and Distress can decrease productivity', Examine. CO3
CO3
- c i) Interpret the usage of LSRW in creating compassion in leadership. CO3
OR
- ii) Explain essentials of constructive feedback at workplace. CO4
- d i) Expound features of a creative person. CO4
OR
- ii) Distinguish credibility analysis through Logos, Pathos, and Ethos. CO4
- e i) Investigate S, W, O, and T in SWOT analysis by expounding a real-life situation of you as a student. CO4
- OR
- ii) Investigate the concept of hidden motives, outline your answer through the steps of identifying the valid reasons, and detect bias. CO4

CO Number	Course Outcome
CO1	Know (Knowledge L1) the basics of communication skills for verbal and non-verbal communication. Also, Identify (L1- Knowledge) substantial base by the formation of strong professional vocabulary.
CO2	Understand (Comprehension L2) the fundamental inputs of communication, persuasion and negotiation skills in speech delivery, individual conference, and group communication at multifarious administrative and managerial platforms.
CO3	Use [3. Application] the Forms of Communication in conference and project Presentation. Also determine [3. Application] solution of communication problems through principles of Language and rules of English Grammar and apt vocabulary for its application in different professional scenarios like Public Speaking, Interview and Group Discussion, and various presentation forms.
CO4	NA

M. M. 15

Time: 1.5 Hrs.

Section A

(1X3 = 3 Marks)

Q1. Attempt all questions:

- Define Intonation.
- State the principles of effective oral communication
- Illustrate the concept of problem-solving.

CO1

CO1

CO3

Q2. Attempt all questions:

- Apply your knowledge of grammar to change the following sentences as directed:
 - The driver: "I'm going to turn right at the traffic lights." (Indirect speech)
 - She never comes on time, ___? [Is she / isn't she / does she] (fill in the blank with correct tag)
 - You must wash that shirt for tonight's party. (Passive voice)
 - If I have enough time tomorrow, I will come and see you. (Identify the type of conditional)

(2X4 = 8 Marks)

CO3

Or

- Demonstrate the importance of audience analysis and locale in a successful presentation.
- Review any two approaches to negotiation. Substantiate your answer with appropriate

CO3

CO2

Or

- Differentiate between Egoistic and Non-egoistic audiences. Illustrate the specific techniques for handling a specific audience
- Recount the traits of a good leader.

CO2

CO3

Or

- Demonstrate the importance of non-verbal communication. Illustrate kinesics and proxemics.

CO3

- Articulate with examples the four types of Group Discussions conducted for recruitment purposes

CO3

Or

- Chart the role of emotional intelligence and empathy in ensuring smooth team functioning in an organization

CO3

Section C

Q3. Attempt all questions:

(4X1 = 4 Marks)

- Paraphrase the concept of ethos, pathos and logos.

CO2

Or

- Discuss the four methods of speech delivery.

CO2

BTECH
(SEM II) THEORY EXAMINATION 2021-22
SOFT SKILL II

Total Marks: 100

Time: 3 Hours

Note: Attempt all Sections.

SECTION A

2x10 = 20

1. Attempt all questions in brief.

Q no	Questions	CO
(a)	Explain the meaning of Creativity.	5
(b)	Define "Credibility Analysis" and support it by giving two features.	5
(c)	Write the meaning of "Stress."	4
(d)	Mention two principles of "Teamwork."	4
(e)	Write the definition of "Motivation."	3
(f)	Determine three characteristics of an ideal performance state.	3
(g)	Explain three features of socialization.	2
(h)	Write two differences between "Speech" and "Conversation."	2
(i)	Define "Scanning" in the context of Reading Comprehension.	1
(j)	State the difference between "Hearing" and "Listening."	1

SECTION B

10x3 = 30

2. Attempt any three of the following:

Q no	Questions	CO
(a)	What is active listening? Explain the three As and five steps of active listening in detail.	1
(b)	Discuss the importance of conversation in detail.	2
(c)	Why do we need motivation? Explain in detail.	3
(d)	Write the communication process in detail.	4
(e)	"Critical thinking involves a complex combination of skills." Justify the statement.	5

SECTION C

10x1 = 10

3. Attempt any one part of the following:

Q no	Questions	CO
(a)	Explain the difference between a fact and a claim. Examine its application in speaking and writing.	5
(b)	Evaluate the methods of credibility analysis.	5

4. Attempt any one part of the following:

10x1 = 10

(a)	Determine the meaning of self-belief and self-esteem. Write the methods to improve them.	4
(b)	Write the definition of "Teamwork." Explain the importance of teamwork.	4

5. Attempt any one part of the following:

10x1 = 10

(a)	Evaluate the various stages of the learning process.	3
(b)	Write the types of motivation. Discuss the sources of motivation.	3

6. Attempt any one part of the following:

10x1 = 10

(a)	What do you understand by social skills? Explain the attributes of social skills.	2
(b)	What is the purpose of listening in a conversation? Write the techniques to sustain interest in a conversation.	2

7. Attempt any one part of the following:

10x1 = 10

(a)	What do you understand by "Reading Comprehension"? Discuss the techniques of reading comprehension.	1
(b)	Examine the methods of paragraph writing.	1