

Soft Skills

1 mark Question

1. What is the full form of CYBORG?
cybernetic organism
2. Who was the author of Simians, Cyborg and Woman?
Donna J. Haraway
3. What is netiquette?
Netiquette describes the rules of conduct for respectful and appropriate communication on the internet.
4. What is non-verbal cue?
Nonverbal cues are signals that people use to communicate without speaking or writing
 - a. Body language
 - b. Facial expressions
 - c. Eye contact
 - d. Tone of voice
 - e. Appearance
5. What does the term 'kaizen' refer to?
The Japanese term "kaizen" refers to a philosophy of continuous improvement, or "change for the better."
6. What is self-actualization?
Self-actualization is the process of fulfilling your potential and becoming the best version of yourself. It's a concept in psychology that's considered a basic human need and a powerful motivator for growth.
7. What do you understand by stress?
Stress is a natural reaction to a challenge or demand that can be physical or emotional

5 Mark Question

1. What is Zeigarnik effect? How does it contribute in forming human habits?
The Zeigarnik effect is a psychological phenomenon that describes the tendency to remember unfinished tasks more easily than completed tasks.
The Zeigarnik effect can contribute to forming human habits by:
 - **Creating a sense of unfinished business:** This can keep people motivated to complete tasks and achieve their goals.
 - **Creating mental tension:** Unfinished tasks can create a neurological reminder that nags people to complete them.
 - **Enhancing memory:** People tend to invest more interest in unfinished projects, which can enhance their memory.

2. What are the different types of communication barriers?

There are several types of communication barriers, including:

- Physical barriers: These include environmental challenges like noise, closed doors, and faulty equipment.
- Emotional barriers: These can stem from feelings towards a person or subject involved in the communication process.
- Cultural barriers: These can stem from differences in language, religion, traditions, and power distance.
- Cognitive barriers: These are a combination of emotional and cultural barriers, such as word connotation.
- Systematic barriers: These can stem from a lack of structure in an environment, such as when roles are not clearly assigned.
- Language barriers: These can refer to how a person speaks both verbally and nonverbally.
- Interpersonal barriers: These can stem from poor self-image or prejudices about one's place in the world.

3. Write a short note on E-mail principles and etiquette?

Effective email communication requires professionalism and adherence to certain principles of etiquette. Here are some key points:

- Clear Subject Line: The subject should accurately reflect the email content to help the recipient prioritize and understand its purpose at a glance.
- Polite Salutation and Closing: Begin with a polite greeting (e.g., "Dear Mr./Ms.") and close with appropriate sign-offs (e.g., "Best regards" or "Sincerely").
- Concise and Relevant Content: Keep the email brief and to the point, focusing on the essential message. Avoid unnecessary details or lengthy explanations.
- Proper Tone: Ensure your tone is polite, respectful, and professional. Avoid using slang or overly casual language, especially in formal contexts.
- Proofread Before Sending: Double-check for grammar, spelling, and punctuation errors. Mistakes can reflect poorly on your professionalism.
- Reply Promptly: Respond to emails in a timely manner, generally within 24 to 48 hours, unless otherwise indicated.
- Use of CC and BCC: Use CC (carbon copy) to keep others in the loop and BCC (blind carbon copy) when privacy is needed. Avoid overusing these features to prevent cluttering others' inboxes.

4. Write a short note on the importance of body language for group discussions.

Body language plays a crucial role in group discussions, as it enhances communication, fosters engagement, and influences perceptions. Here's why it matters:

1. Non-verbal Communication: Facial expressions, gestures, posture, and eye contact convey confidence, attentiveness, and openness. Positive body language helps participants express ideas clearly without relying solely on words.
2. Building Rapport: Maintaining good eye contact, nodding in agreement, and using open gestures show active listening and respect for others' viewpoints, promoting a collaborative environment.
3. Confidence and Credibility: Assertive body language, such as upright posture and controlled movements, projects confidence, which can make participants' contributions seem more credible and persuasive.

4. **Managing Group Dynamics:** Effective body language helps to manage interactions smoothly, preventing interruptions and signalling when someone is ready to speak or yielding the floor to others.
5. **Reducing Misunderstandings:** Body language complements verbal communication and can prevent misinterpretation by reinforcing or clarifying spoken words.

In group discussions, positive body language encourages mutual respect, enhances collaboration, and fosters a more productive and respectful exchange of ideas.

5. What are the self-management skills?

Self-management skills refer to the ability to control and regulate one's actions, thoughts, and emotions to achieve personal and professional goals. These skills are essential for maintaining productivity, improving time management, and fostering personal growth. Key self-management skills include:

1. Time Management:
2. Goal Setting:
3. Self-discipline:
4. Stress Management
5. Emotional Regulation

6. What are different types of miscommunications? How to avoid it?

Miscommunication occurs when a message is not conveyed or understood as intended. It can arise in various forms, including:

1. **Verbal Miscommunication:** Happens when words are misunderstood due to unclear speech, language barriers, or incorrect word choices. For example, using jargon or technical terms unfamiliar to the listener.
2. **Non-verbal Miscommunication:** Inconsistent or inappropriate body language, facial expressions, or gestures can send mixed signals. For instance, avoiding eye contact may be perceived as disinterest, even if unintended.
3. **Written Miscommunication:** Misunderstandings due to ambiguous language, lack of tone, or unclear writing in emails, texts, or reports. Poor grammar or punctuation can further confuse the reader.
4. **Cultural Miscommunication:** Differences in cultural norms, language, and traditions can lead to
5. **misinterpretation.** What is considered polite in one culture may be offensive in another.
6. **Technological Miscommunication:** Issues arising from technology, such as poor phone connections, glitches in virtual meetings, or misinterpretation of tone in text-based communications.

Avoid Miscommunication

1. Be Clear and Concise
2. Active Listening:
3. Use Appropriate Non-verbal Cues
4. Provide Context
5. Clarify and Confirm