

Reappear (Semester VII) Examination December 2023

Programme: B.Tech (MiE)
Course: Developing Soft Skills and Personality
Course Code: UMF21.01
Enrolment no. _____

Full Marks: 70
Time: 3 Hrs.

Section I

- 1. Short Answer type questions. Answer any four.** **4 x 5 = 20**
- How does Steve Job's commencement speech inspire you?
 - What would be your mission statement for your own life?
 - Identify some of the reasons why reading a book might be a better thing to do than playing a video game.
 - What do you think is more crucial for success: intellectual knowledge of the subject matter or soft skills? Why?
 - How do you differentiate between good and bad habits?
 - When was the last time you felt compelled to finish a task due to intrusive thoughts?

Section II

- Long Answer type questions. Answer any three.** **3 x 10 = 30**
- Justify the statement: Circumstance does not make a man; it reveals him.
 - How can you use the Zeigarnik Effect to finish this course on time?
 - Recall an incident where listening with prejudice hampered your learning experience.
 - What are the non-verbal encouraging signs that you would employ while participating in a group discussion?
 - How can you make a telephone conversation warm and alive?

Section III

- Application based questions. Answer any one.** **1 x 20 = 20**
- List down the factors that provoke you while dealing with difficult callers and practise the solutions suggested in the course to overcome it.
 - What are the keywords that you should use while handling difficult callers?
 - Why do we study non-verbal communication? List the types of nonverbal communication. What is Paralanguage or Meta-communication?
 - How would you overcome fear in oral presentation? How do we Control our Body Language? Why should we learn body language?
