

2023

ENGLISH

(Skill Enhancement Course)

Paper: ENG-SEC-0109803

(Soft Skill-1)

Full Marks: 45

Time: 2 hour

1. Answer whether the following statements are True or False: $1 \times 5 = 5$
 - a) Soft Skills are applicable across jobs.
 - b) Listening is a physiological activity and hearing is a mental process.
 - c) Meanings of gestures are culture specific.
 - d) Paying attention to Non-verbal cues is an important part of Active Listening.
 - e) Hard skills are quantifiable.

2. Answer *any five* of the following: $2 \times 5 = 10$
 - a) Mention four body postures and the communicative situation they represent.
 - b) Mention any three hard skills usually seen in a good CV.
 - c) Mention any two techniques of time management.
 - d) What are the characteristics of Soft Skill?
 - e) Elaborate the difference between Listening and Hearing.
 - f) Mention some of the factors that affect Listening.
 - g) Write the names of some Visual Aids in Presentation.
 - h) Write briefly on the importance of Facial Expression.
 - i) Write briefly on the importance of Negotiation Skills.
 - j) Mention the stages involved in problem solving process.

3. Answer *any four* of the following: $4 \times 5 = 20$
 - a) Describe the importance of Non-verbal communication in Active Listening.
 - b) Describe the Universal and Culture specific aspects of Body Language.
 - c) Describe the factors responsible for overall development of leadership of an individual.

(2)

- d) Discuss how to structure your CV for a professional outlook.
- e) Write a short note on Facial Expression as an important component of Body Language.
- f) Write a short note on: "Body Language and Presentation Skill."
- g) Write a short note on the Structure of a Presentation.
- h) What do you understand by the term Gesture? Describe the importance of Gestures as a part of Soft Skill.

Answer *any one* of the following: 1×10=10

- a) "Presentation involves several important factors". — Describe the factors that contribute to a successful presentation.
- b) Teamwork is essential for any successful business/sports. Give a reasoned answer.
- c) Describe Listening as Soft skill. How is Listening as a Soft skill different from hearing? What are the factors that improve one's active listening skill?
- d. Describe the various aspects of Body Language as a Soft skill.
