

# C.U.SHAH UNIVERSITY

## Summer Examination-2018

**Subject Name : Soft Skills & Behavioural Communication**

**Subject Code : 4TE02SBC2**

**Branch: B.Tech. (All)**

**Semester : 2**

**Date : 23/04/2018**

**Time : 10:30 To 01:30**

**Marks : 70**

Instructions:

- (1) Use of Programmable calculator & any other electronic instrument is prohibited.
  - (2) Instructions written on main answer book are strictly to be obeyed.
  - (3) Draw neat diagrams and figures (if necessary) at right places.
  - (4) Assume suitable data if needed.
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**Q-1**

**Attempt the following questions:**

**(14)**

- a) Nimitha thinks her boss is always finding fault with her work. She doesn't know how to handle the situation. As a contributor what can you advise her?
  - a) She can look at his comments as positive feedback and use it to improve her work constantly.
  - b) She can do her work better so that she doesn't allow him to find so many faults.
  - c) She can listen to his comments with a positive attitude.
  - d) She can keep complaining about him behind his back.
- b) Grooming is a form of non-verbal communication that is:
  - a) subconscious
  - b) arbitrary
  - c) conscious
  - d) hierarchical
- c) \_\_\_\_\_ is emotional appeal that affects the emotional response and can be used to enhance the argument
  - a) Pathos
  - b) Logos
  - c) Kairos
  - d) None of these
- d) Which appeal? " Hybrids are a good choice because of the increasing gas prices."
  - a) Logos
  - b) Ethos
  - c) Pathos
  - d) Kairos
- e) The first objective in a group discussion is to:
  - a) prove your superiority
  - b) catch the group's attention



- c) create sub-groups
- d) act as a self-appointed leader of the group
- f) The group discussion evaluates the candidate's ability to:
  - a) confer with others on a given subject
  - b) control others
  - c) argue with others
  - d) lead others
- g) He said to her, "What a cold day!"
  - a) He told her that it was a cold day.
  - b) He exclaimed that it was a cold day.
  - c) He exclaimed sorrowfully that it was a cold day.
  - d) He exclaimed that it was a very cold day.
- h) My friend lets me \_\_\_\_ his car sometimes.
  - a) to borrow
  - b) borrowing
  - c) borrowed
  - d) borrow
- i) My boss made me \_\_\_\_ overtime every day last week.
  - a) work
  - b) to work
  - c) works
  - d) working
- j) How many references are usually given in a bio- data?
  - a) Two
  - b) Three
  - c) Four
  - d) Five
- k) Which of these is a conjunction?
  - a) Weather
  - b) Peace
  - c) Piece
  - d) Whether
- l) Which of these must be avoided in any presentation?
  - a) Proper grammar
  - b) Complex words
  - c) Short sentences
  - d) Clear voice
- m) Which of these is the best way to establish a proper rapport with audience?
  - a) Pointing a finger
  - b) Making eye contact
  - c) Waving your hands
  - d) Standing erect
- n) Who is the author of "An Astrologer's Day"?



- a) R. K. Narayan
- b) O'Henry
- c) Damodar Mauzo
- d) K.R. Narayan

**Attempt any four questions from Q-2 to Q-8**

- Q-2** Define contributor and non-contributor. Explain with example identities of a contributor. **(14)**
- Q-3** Answer the following questions: **(14)**
1. Explain Logos with an example.
  2. State and explain different types of Resume.
- Q-4** Answer the following questions: **(14)**
1. Explain techniques of Group Discussion.
  2. State objectives of Interview.
- Q-5** Answer the following questions: **(14)**
1. Explain different criteria to judge group discussion.
  2. Explain Ethos with an example.
- Q-6** Discuss the roles of verbal and non-verbal elements for effective presentation. **(14)**
- Q-7 A** Change the following into indirect speech. **(06)**
1. The girl said, 'It gives me great pleasure to be here this evening.'
  2. The man said, 'I must go as soon as possible.'
  3. She said, 'I don't want to see any of you; go away.'
  4. He said, 'I have won.'
  5. Alice said, 'How clever I am!'
  6. He said to me, 'Where are you going?'
- B** Write short notes on: **(08)**
1. Character Sketch of Soma
  2. Character Sketch of the Astrologer
- Q-8 A** Answer the following questions: **(08)**
1. Why did Della feel sad on losing her hair?
  2. What is the central message of "The Gift of Magi"?
  3. What regret does Robert Frost voice in the poem, "Stopping by Woods on a Snowy Evening"?
  4. Why do you think brothers took mother to get photographed?
- B** Answer the following questions: **(06)**
1. Which road does the speaker choose? Why?
  2. Describe the life of 'Ba' at her home?

