

3 (Sem-5/CBCS) ENG-RE 1

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ENGLISH

(Regular Elective)

Paper : ENG-RE-5016

(Soft Skills)

Full Marks : 80

Time : 3 hours

*The figures in the margin indicate full marks
for the questions*

1. Answer any ten of the following as directed :

1×10=10

- (a) What do you mean by the term 'Professional English' ?**
- (b) A code is defined as a system of symbols used for the purpose of communicating messages.**

(Write True or False)

- (c) Communication without the use of language is known as ____.**

(Fill in the blank)

(2)

- (d) What does the term 'channel' refer to in the realm of communication?
- (e) When is the process of communication said to be complete?
- (f) What are the two foundational things required for oral communication?
- (g) Write two qualities of a strong communicator.
- (h) Who can effectively solve a problem?
- (i) Write two great advantages of teamwork.
- (j) What is interpersonal skill?
- (k) If you want to get rid of stress at workplace, which of the soft skills will come to your rescue?
- (l) Soft skills are often based on specific knowledge.
(Write True or False)
- (m) At what point does the process of communication begin?
- (n) What is discourse in communication?
- (o) What do you mean by grapevine communication in an organization?
- (p) Write two factors of strong work ethic.

(3)

- (q) Name the term that covers career planning and career development in an individual level or organizational level.
- (r) What is downward communication of an organization?

2. Write in brief on any *five* of the following topics : 2×5=10

- (a) Leadership skills
- (b) Creative thinking in business
- (c) Professional communication
- (d) Importance of adaptability skill
- (e) Public speaking
- (f) Cover letter
- (g) Interview facing techniques
- (h) Ideation stage in communication
- (i) Mother-tongue interference
- (j) Multi-dimensional approach to problem

3. Answer any *four* of the following questions : 5×4=20

- (a) What are the most essential soft skills to build a successful professional career?

(4)

- (b) Explain the concept of redundancy in communication.
- (c) How does effective communication depend on knowledge of discourse rules?
- (d) Explain the process of encoding and decoding.
- (e) What are the demerits of written communication?
- (f) How do you look at the importance of digital literacy to build a successful career in the present-day world?
- (g) How does an individual's Emotional Quotient (EQ) pave the way for a harmonious environment in an organization?
- (h) Who can be considered as the ideal leader of an organization? Give a justifiable answer.

4. Answer any *four* of the following questions :

10×4=40

- (a) Write a note on the importance of values and attitudes for the development of skills.
- (b) Discuss the process of communication and the factors that are involved in it.

(5)

- (c) What are the barriers of communication? Explain with examples.
- (d) Discuss the significance of emotional management to succeed in life.
- (e) Effective communication results from a combination of insights, skills and values. Do you think so? Give a reasoned answer.
- (f) Non-verbal communication takes various forms. What are they? Elaborate.
- (g) What is cross-cultural communication? How is it significant for an organization in the present context? What are its common barriers?
- (h) What are the requirements of effective oral communication? Discuss the advantages of oral communication over written communication.
- (i) Offer your views on English language as a professional language.
- (j) Stress management is of paramount importance for an employee of a business organization. Elaborate.

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