

S.No. 2630

12UCAS05/
12UCSS04/
12UISS04

(For the candidates admitted from 2012 – 2013 onwards)

B.C.A/B.Sc DEGREE EXAMINATION,
APRIL/MAY 2018.

Fifth/Sixth Semester

SBEC – SOFT SKILLS

(Common For B.Sc. Computer Science)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 2 = 20 marks)

Answer ALL the questions.

All questions carry equal marks.

1. What do you mean by downward communication?
2. List the channels of communication used in an organisation.
3. What is active listening?
4. Mention the factors that affects listening.
5. Why an interview process?
6. Bring out the common mistakes in an interview.
7. Mention the factors tested in Group discussion.

8. What gestures are to be avoided in a group discussion?
9. Give examples for three dimensional visual aid.
10. List few benefits of presentation.

PART B — (5 × 5 = 25 marks)

Answer ALL the questions.

11. (a) Write a note on difference between upward and downward communication.

Or

- (b) Describe the importance of technical communication.

12. (a) Differentiate listening and hearing.

Or

- (b) Discuss the essentials of good speech process.

13. (a) List the frequently asked questions in an interview.

Or

- (b) Write a note on interview through video conferencing.

14. (a) What do you understand about balancing of points of view in a Group discussion?

Or

- (b) "Optimal participation of members is important for Group discussion"-Comment.

15. (a) Bring out the steps for planning the presentation.

Or

- (b) How should a presenter improve his delivery?

PART C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. Explain the technical communication and their role in an organisation.

17. Discuss the Effective listening and barriers to listening.

18. Discuss the techniques and strategies for preparation for Job interviews.

19. Explain the essential factors for a successful group discussion.

20. Describe the various steps in preparing for effective presentation.