

**PARUL UNIVERSITY**  
**FACULTY OF SOCIAL WORK**  
**MSW/HRM, Winter 2017-18 Examination**

**Semester: 1****Subject Code: 10293101****Subject Name: Soft Skills - I****Date: 01/01/2018****Time: 10:30AM to 01:00PM****Total Marks: 60****Instructions:**

1. All questions are compulsory.
2. Figures to the right indicate full marks.
3. Make suitable assumptions wherever necessary.
4. Start new question on new page.

**Q.1 Do as directed.****A) Objective Type Questions ( ½ Mark Each)****(06)**

1. The advantage of effective public speaking is:
  - a) Generating an understanding of your message
  - b) Impacting and persuading your audience
  - c) Motivating your audience to take a certain action
  - d) All of the above
2. Which of the following is not a source of Public speaking fear:
  - a) Anxiety about future
  - b) Perfectionism
  - c) Preparation
  - d) Procrastination
3. When preparing for your presentation, what should you know?
  - a) Your purpose
  - b) Your audience
  - c) Your situation
  - d) All of the above
4. Which of the following is not crucial to know about the people in your audience?
  - a) Their interests
  - b) Their size
  - c) Their mood
  - d) Whether their attendance is voluntary.
5. Which of the following is a good way to find your style?
  - a) Create personal examples
  - b) Copy the style of someone famous
  - c) Take jokes and stories to use from a book
  - d) Dress as you would for a job interview
6. Before you go on a stage, What should you take time to do?
  - a) Read through your notes
  - b) Visualize your presentation
  - c) Drink some coffee
  - d) Learn your lines
7. Which of the following is not best to consider when making an introduction?
  - a) Accomplishments and honors
  - b) Educational achievements
  - c) Any kind of humor
  - d) Media attention or publications.
8. Why do you want to capture your audience's attention in your introduction?
  - a) Because it helps create a bond between you and audience
  - b) Because it provides motivation for the audience to pay attention
  - c) Because it makes your presentation more exciting
  - d) All of the above
9. Which of the following is not the best way to maintain the audience's attention?
  - a) Asking direct questions
  - b) Speaking on an interesting topics
  - c) Bringing visual aids
  - d) Asking for physical movement
10. When are multimedia tools effective?
  - a) When they are colorful
  - b) When they enhance your message
  - c) When they involve technology
  - d) When they are funny
11. What type of gestures should you try to avoid?
  - a) One that send mixed signals with your words
  - b) One that look contrived
  - c) Ones that are not appropriate for your audience
  - d) All of the above

12. What is the best time to establish your credibility?
- |                        |                           |
|------------------------|---------------------------|
| a) In the introduction | b) In the content section |
| c) In the conclusions  | d) In all sections        |

**B) Answer the following questions in brief** (Any 3 out of 4) (3 Marks Each)

**(09)**

1. Define Research. Give one example
2. Write a short note on importance of Gathering ideas.
3. How can we make introduction of our presentation more effective?
4. Write a short note on executing a presentation.

**Q.2 Do as directed.**

**A) Objective Type Questions** ( ½ mark each)

**(06)**

1. The content of the communication is called
 

a) a message	b) noise
c) media richness	d) Jargon
2. Which of the following is an example of non verbal communication media ?
 

a) Time	b) Bulletin board
c) Space	d) A & C
3. Any communication that conveys a message consisting of words is called :
 

a) Verbal communication	b) Oral communication
c) non verbal communication	d) Written communication.
4. Which of the following is an example of gender –neutral language ?
 

a) Sales Clerk	b) Dear Sirs
c) David & Joanna Warren	d) A & C
5. Noise is not a problem at which stage of the communication process?
 

a) Source	b) Receiver
c) Decoding	d) None
6. The \_\_\_\_\_ is the individual or group that develops the message to be communicated to the internal and external parties.
 

a) Source	b) encoder
c) Decoder	d) Jargon
7. You are about to go onstage to give a presentation. Though you have prepared well, your hands have started to shake and your knees are feeling weak. What do you do/
 

a) call off the presentation	b) Take a deep breath ,visualize your success
c) Get a glass of water	d) Find someone else for presentation
8. A certain look or glance is an example of :
 

a) Verbal communication	b) Oral Communication
c) Written communication	d) Non Verbal communication
9. Any communication that conveys a message of two words is called:
 

a) Verbal communication	b) Oral Communication
c) Written communication	d) None
10. Simplicity in writing essentially means:
 

a) Use of simple present tense	b) Use of simple words
c) Use of Simple sentences	d) Plainness
11. Writing a letter with “your attitude” means writing
 

a) writing from the point of view of other person not concerned	b) from the point of view of reader
c) from the point of view of writer	d) None
12. The principle of effective writing include:
 

a) Brevity	b) Clarity
c) Accuracy	d) Brevity, Clarity & Accuracy

**B) Answer the following questions in brief** (Any 3 out of 4) (09)

1. What makes a good and effective public communicator?
2. Write five points on “ Tips for effective delivery “
3. Write a short note on ‘ Taboos in speech delivery “
4. Write a short note on Stage Fright .

**Q.3 Answer the following questions in brief** (Any 3 out of 4) (15)

1. What are the features of effective written communication?
2. What is the difference between note making & note taking?
3. Write a paragraph on “ Popularity of Junk food”
4. Write a paragraph on “ Exercising ”

**Q.4 A) Objective Type Questions** (Any 3 out of 4) (2 Marks Each) (06)

1. Study of body language is known as :
  - a) Kinesics
  - b) Chromatics
  - c) Both
  - d) None
2. The study of smells or odours is known as
  - a) Olfactics
  - b) Chromatics
  - c) Both
  - d) None
3. Study of colour sense of an individual is known as :
  - a) Chromatics
  - b) Kinesics
  - c) Olfactics
  - d) None
4. Touch behavior is studied in :
  - a) Haptics
  - b) Chromatics
  - c) Olfactics
  - d) None

**B) Answer the following questions in brief** (Any 3 out of 4) (09)

1. What is academic writing? Give examples
2. Write down the structure of academic writing?
3. What makes a paragraph effective ?
4. On the basis of the advertisement given below. Write your own job application letter.

Bank A. is looking for a new:

**AGENCY MANAGER**

in the Zurich area.

**Your mission:**

Under the supervision of the Regional Director of the Zurich area, your mission will consist in managing the agency as an entrepreneur, in the strict respect of the legislation in force. You will be in charge of a competent team of collaborators active in Retail Banking, Mortgages and Private Banking.

**Your profile:**

- You dispose of a University diploma, a Federal diploma, or equivalent
- You dispose of a 5 years' experience in the Banking industry
- You dispose of a successful experience in Mortgages and/or Private Banking
- You dispose of a successful experience in the management of a team
- You dispose of a solid knowledge of Swiss Banking Laws
- A charismatic person, you are able to motivate and mobilize your collaborators and partners
- Rigorous, you dispose of a good sense of organization
- German-speaking, you have a good command of English. French would be an asset

The place of work is in Zurich City.

Do not hesitate to contact us per e-mail for the complete specifications:

[applications@promindconsulting.com](mailto:applications@promindconsulting.com)

The persons interested in this challenge may send us their full applications with a picture at the following address:

PRO MIND Consulting SA, Avenue de la Gare 5, CP 1208, 1001 Lausanne, **Ref. BAM**, until Dec 31<sup>st</sup> 2017.

Your application will be processed with full confidentiality.

