



9. ....is an exchange of facts, ideas, opinions or emotions by two or more people.
- |               |                  |
|---------------|------------------|
| a. Discussion | b. Transmission  |
| c. Inventions | d. Communication |
10. ....is the hindrance in the process of communication.
- |                      |                     |
|----------------------|---------------------|
| a. Improper Decoding | b. Disturbance      |
| c. Noise             | d. All of the above |
11. Which of the following is an example of a soft skill?
- |                    |                              |
|--------------------|------------------------------|
| a. Problem Solving | b. Coding in Python          |
| c. Data Analysis   | d. Operating heavy machinery |
12. Which is 'not' an aim of SWOT Analysis?
- |  |  |
|--|--|
| a. It promotes strategic thinking                    | b. To help decision makers share and compare ideas |
| c. To bring a clearer purpose of factors for success | d. It helps in time management                     |
13. What soft skill involves the capacity to influence and guide others toward shared goals?
- |                  |                    |
|------------------|--------------------|
| a. Communication | b. Adaptability    |
| c. Leadership    | d. Decision Making |
14. Which soft skill involves the capability to adjust to changing circumstances and embrace new challenges?
- |                           |                 |
|---------------------------|-----------------|
| a. Emotional Intelligence | b. Leadership   |
| c. Conflict Resolution    | d. Adaptability |
15. Teachers must built students capabilities for problem solving by.....
- |   |  |
|---|--|
| a. Discouraging questions   | b. Prohibiting use of analogies                                |
| c. Promoting articulation of the students problem solving methods | d. Focusing on providing all the solutions to avoid challenges |
16. Which soft skill refers to the ability to convey information effectively and listen actively to others?
- |                           |                    |
|---------------------------|--------------------|
| a. Creativity             | b. Communication   |
| c. Emotional intelligence | d. Time Management |
17. ....means attaching meaning to the message.
- |             |              |
|-------------|--------------|
| a. Encoding | b. Decoding  |
| c. Feedback | d. Receiving |
18. ....include paranoid personality disorder, schizoid personality disorder, antisocial personality disorder etc.
- |                                     |                               |
|-------------------------------------|-------------------------------|
| a. Schizoid personality disorder    | b. Personality disorder       |
| c. Anti-social personality disorder | d. Split-personality disorder |

19. ....refers to the capacity of a brain to retain or store things in memory.
- a. Pre-mature evaluation
  - b. Barrier
  - c. Evaluation
  - d. Retention
20. ....Communication is communication among two or more people.
- a. Formal
  - b. Informal
  - c. Interpersonal
  - d. Intrapersonal

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**( Descriptive )**

Time : 2 Hr. 30 Mins.

Marks : 50

[ Answer question no.1 & any four (4) from the rest ]

- |   |        |
|---|--------|
| 1. Define Personality. How should one develop their personality?  | 3+7=10 |
| 2. Explain the process of Communication with a diagram.   | 10     |
| 3. Define "Concreteness", "Clarity" & "Consideration" from 7c's of Communication.   | 10     |
| 4. Define Soft Skills. State the difference between Soft Skills & Hard Skills.  | 5+5=10 |
| 5. Explain the 3 types of Barriers to effective Communication.  | 10     |
| 6. State & explain 3 soft skills essential to ensure career success.  | 10     |
| 7. You are Anand/ Anita of TT Nagar, Bhopal. You would like to apply for the post of Marketing Manager in a reputed firm in Mumbai. Write a job application letter to the Public Relations Officer, Chantac Enterprises, Mumbai, applying for the job. (125- 150 words) | 10     |
| 8. You are Ankit/Priya of Bangalore working in Infosys as a Senior Manager for about 7 years. Write an email of resignation & state your reason for resigning.  | 10     |

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