

FOUNDATION COURSE -7**COMMUNICATION SKILLS AND SOFT SKILLS-3 (CSS -3)****IV SEMESTER – W.E.F. 2016-17****COURSE CONTENT (30 hours)**

A current axiom is that hard skills will get a person an interview, but soft skills will get that person the job. Unit I of the course is on soft skills, which are absolutely necessary in the global job market. Writing is considered the most difficult of all the skills. Units II to V help the learner improve their writing skills, especially academic/formal writing.

Unit I: Soft Skills

1. Positive Attitude
2. Body Language
3. SWOT/SWOC Analysis
4. Emotional Intelligence
5. Netiquette

Unit II: Paragraph Writing

1. Paragraph Structure
2. Development of Ideas

Unit III: Paraphrasing and Summarizing

1. Elements of Effective Paraphrasing
2. Techniques for Paraphrasing
3. What Makes a Good Summary?
4. Stages of Summarizing

Unit IV: Letter Writing

1. Letter Writing (Formal and Informal)
2. E-correspondence

Unit V:

1. Resume and CV
2. Cover Letter

Three Year BA/B.Sc/B.Com Degree Model Question Paper, May 2017
CHOICE BASED CREDIT SYSTEM
SEMESTER IV- FOUNDATION COURSE

CSS – III - COMMUNICATION SKILLS AND SOFT SKILLS

Time 2 Hours

Max Marks : 50

I. Attempt any TWO of the following questions. 2x5=10 marks

1. What is positive attitude? How does it help David defeat Goliath?
2. What is good body language? How can it be improved by students?
3. What is SWOT Analysis? What is the difference between SWOT and SWOC analyses?
4. How does the speaker of the poem “SOAP” prove his emotional balance finally?
5. Write a note on dos and don'ts to be observe by one while sending an e-mail on the internet?

II. Attempt any TWO of the following questions. 2x5=10 marks

1. What is the role of creativity in paragraph writing?
2. What are the essentials of a good paragraph?
3. What are the three types of paragraphs? Write with suitable examples.
4. Write a paragraph on “Mummies “.
5. Expand any one of the following ideas.
 - a. All That glitters is not gold
 - b. Example is better than precept.

III. Attempt any TWO of the following questions. 2x5=10 marks

1. What are the different stages of summarizing?
2. What are the features of a good summary?
3. Differentiate between a paraphrase and a summary.
4. Paraphrase the following poem.

This is my prayer to thee, my lord---
Strike, strike at the root of penury in my heart.
Give me the strength lightly to bear my
Joys and sorrows.
Give me the strength to make my love
Fruitful in service
Give me the strength never to disown
The poor or bend my knees before insolent might.

Give me the strength to raise my mind
High above daily trifles.
And give me the strength to surrender
My strength to thy will with love.

5. Define social media. Write a note on the advantages and disadvantages of social media.

IV. Attempt any TWO of the following questions.

2x5=10 marks

1. What are the functions of a business letter?
2. What are sales letters? Write an example of a sales letter.
3. Write an enquiry letter asking for the price of a latest android phone.
4. What are the salient features of a smart e-mail?
5. One of your friends has recently left for Singapore for doing MBA. You miss him very much. Write an e-mail to your friend on the same.

V. Attempt any TWO of the following questions.

2x5=10 marks

1. What is the purpose of a CV/Resume?
2. What is a cover letter? Write a cover letter for the post of a clerk in a company.
3. Write a CV for the post of an accountant.
4. Write a CV for the post of a News Reader on a TV channel.
5. What should the candidate include in the personal information section in a CV/Resume?