

Roll No. ....

Total Pages : 2

BT-6/M-23

**46294**

SOFT SKILLS AND INTERPERSONAL COMMUNICATION

Paper-OE-CS-AIDS-302

Time : Three Hours]

[Maximum Marks : 75

**Note :** Attempt *five* questions in all. All questions carry equal marks.

1. 'Silence is also a mode of Communication'. Explain by giving suitable examples. (15)
2. What are the modes of inter-cultural and intra-cultural communication? What are the common barriers in achieving effective inter and intra cultural communication? (15)
3. Assume that you are Avinash Shukla, the Administrative Officer of Auro Consultancy, New Delhi. Write a letter to the Managing Director on the general inefficiency and neglect of duty by some members of the staff. Also suggest some recommendations to overcome the problem for better productivity. (15)

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4. You are the DM of the Araria district and have been asked by the Secretary, Home Department, Bihar, to submit a report on the relief work that was under-taken after the devastating flood hit the area. The Ministry sanctioned around 50 crore INR for the relief operations in the district, which was to be spent on free distribution of food, water, medicine, etc. Now prepare an outline of this report. (15)
5. Prepare an outline of a presentation for the Sales Department informing them of the latest reports regarding the sales of the newly launched mobile phone by your company. (15)
6. What measures can be taken up to build strong teams? How can a team leader achieve trustworthiness, openness and transparency among his/her team members? (15)
7. Define leadership. What are the qualities of a successful leader? (15)
8. Write short notes on any *three* :
- (i) Problem solving skills.
  - (ii) Interaction within family and interpersonal skills.
  - (iii) Significance of self-awareness.
  - (iv) Decision making skills. (5×3=15)
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