

BT-6/M-24

**SOFT SKILLS AND INTERPERSONAL
COMMUNICATION**

Paper-OE-CS-AIDS-302/OE-CS-AIML-302

Time : Three Hours]

[Maximum Marks : 75

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

1. Draft a letter to the IT department seeking clarification on recent software updates and their impact on system performance. (15)
2. Define Leadership. Why should leaders adjust their leadership style to suit different team dynamics or challenges? (15)
3. How does one prioritize tasks and delegate responsibilities as a leader to enhance team efficiency and productivity? (15)
4. What strategies one can employ to break down complex problems into manageable tasks by utilizing problem solving skills? (15)

5. Write short notes on any *three* :
- (i) Importance of listening skills.
 - (ii) Interaction within family and interpersonal skills.
 - (iii) Significance of self-awareness.
 - (iv) Decision-making skills. (5×3=15)
6. What are the primary obstacles encountered when striving for effective intercultural and intracultural communication? (15)
7. How would you structure a presentation to inform the Marketing Department about the company's newly released mobile phone? (15)
8. Write a letter to the Customer Service department requesting data on customer satisfaction ratings for the past quarter. (15)
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