

**A-0778**

Total Pages : 3

Roll No. ....

**CDSA-103/CVDMM-103/CVTEE-103**

**For All Certificate Programmes Offered by  
the School of Vocational Studies**

**(Communication Skills and Personality Development)**

**1st Semester Examination, Session December 2024**

Time : 2:00 Hrs.

Max. Marks : 100

*Note :- This paper is of Hundred (100) marks divided into Two (02) Sections 'A' and 'B'. Attempt the questions contained in these Sections according to the detailed instructions given therein. Candidates should limit their answers to the questions on the given answer sheet. No additional (B) answer sheet will be issued.*

**Section-A**

**(Long Answer Type Questions)      2×26=52**

*Note :-* Section 'A' contains Five (05) Long-answer type questions of Twenty Six (26) marks each. Learners are required to answer any *two* (02) questions only.

1. What are the most common sources of conflict in a workplace environment, and how can they be proactively addressed ? Share your insights based on personal experiences.
2. How would you define a strong work ethic, and what values or principles do you consider essential to maintaining it ?
3. Discuss the significance of active listening in interpersonal communication. How can it enhance understanding and collaboration among team members ?
4. In what ways do you think personality traits impact personal and professional success ? Can you give an example of a trait that has helped or hindered you ?
5. How do you define effective leadership, and what qualities do you think are most essential for a successful leader ?

### **Section–B**

**(Short Answer Type Questions)     4×12=48**

**Note :-** Section ‘B’ contains Eight (08) Short-answer type questions of Twelve (12) marks each. Learners are required to answer any *four* (04) questions only.

1. What are the key components of active reading, and how do they enhance comprehension ?
2. How does effective body language contribute to a successful job interview, and what nonverbal cues can significantly impact an interviewer's perception ?
3. How would you describe the role of body posture in conveying confidence or lack thereof ?
4. What techniques have you found most effective for managing stress, and why ?
5. In context to reading skills, what strategies can be used to identify the main idea and supporting details in a text ? Explain.
6. How do verbal and non-verbal communication differ, and how do they complement each other ? Briefly explain.
7. What role does physical activity play in your stress management strategy ? Explain.
8. What are the barriers to effective communication, and how can they be overcome ?

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