

DIPLOMA WALLAH

Jharkhand University of Technology (JUT)

Professional Skills - Sample Paper 3

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Full Marks: 70

Time: 3 Hours

Instructions:

- Answer any FIVE questions in which Question No. 1 is compulsory.
- All questions carry equal marks.
- Write answers in your own words as far as practicable.

Q1. Choose the correct option / answer of the following:

(7 × 2 = 14)

i. A Biodata is predominantly used for:

- a. Applying to multinational IT companies
- b. Marriage proposals or specific regional government applications
- c. Academic research positions
- d. International university admissions

ii. Which of the following is the best example of non-verbal communication in an interview?

- a. The words you speak
- b. Your resume format
- c. Your eye contact and body posture
- d. Your email etiquette

iii. The very first step in the problem-solving process is:

- a. Brainstorming solutions
- b. Implementing the plan
- c. Evaluating the results
- d. Defining the problem clearly

iv. Which behavior negatively impacts a Group Discussion?

- a. Summarizing the points
- b. Dominating the conversation and not letting others speak
- c. Taking the initiative to start
- d. Active listening

v. Digital literacy in the workplace involves:

- a. Typing at 100 WPM
- b. Safely evaluating, creating, and sharing digital information
- c. Only knowing how to use social media
- d. Avoiding computers entirely

vi. Demonstrating empathy in a team usually leads to:

- a. Increased employee turnover
- b. Better collaboration and trust
- c. More interpersonal conflicts
- d. Misunderstandings

vii. Sympathy is best described as:

- a. Feeling sorry or pity for someone else's misfortune
- b. Putting yourself completely in their shoes
- c. Ignoring their emotional state
- d. Offering a logical solution without emotion

Q2. (14)

A. What do you mean by SWOT analysis? How does it help a student in career exploration? [7]

B. What is Social Anxiety Disorder (SAD)? List its signs and discuss strategies to overcome the fear of being judged. [7]

Q3. (14)

A. Define Empathy. How is it different from sympathy in a professional environment? [7]

B. Differentiate between Informative and Persuasive presentations. What key strategies should one adopt for a strong presentation? [7]

Q4. (14)

A. What are the essential components for formatting a professional resume? Discuss common resume errors. [7]

B. Differentiate between 'Hearing' and 'Active Listening'. Why is active listening essential for team collaboration? [7]

Q5. (14)

A. Briefly explain the concept of "Agree to disagree and disagree to agree" in the spirit of teamwork and consensus. [7]

B. What is internal communication? List the modern digital tools (like Zoom, Skype, Intranet) used for it. [7]

Q6. (14)

A. Explain the five stages of group formation (Forming, Storming, Norming, Performing, Dismantling). [7]

B. Define Cognitive Skills. Explain the different stages of the problem-solving process. [7]

Q7. Write short notes on any FOUR of the following: (4 × 3.5 = 14)

- a. Strategies for Trust Building
- b. The STAR Interview Technique
- c. Digital Ethics
- d. Corporate Etiquette
- e. Rules of Brainstorming

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Answer Key & Solutions

MCQ Answer Key

i(b), ii(c), iii(d), iv(b), v(b), vi(b), vii(a)

Model Answers (Hints)

- **Q2(A) SWOT Analysis:** [Image of SWOT analysis matrix] Explaining internal Strengths and Weaknesses, and external Opportunities and Threats to guide career choices.
- **Q3(A) Empathy vs Sympathy:** Empathy ("I understand how you feel because I've tried to see it from your perspective") builds deep professional relationships. Sympathy ("I feel bad for you") creates distance.
- **Q5(A) Agree to Disagree:** It means resolving a conflict by tolerating differing opinions. It allows a team to move forward with a consensus decision without holding personal grudges.
- **Q6(A) Stages of Group Formation:** 1. Forming (orientation), 2. Storming (conflict over roles), 3. Norming (resolving differences, building cohesion), 4. Performing (executing the task efficiently), 5. Adjourning/Dismantling (wrapping up).
- **Q7(b) The STAR Interview Technique:** [Image of STAR interview technique] A structured manner of responding to a behavioral-based interview question by discussing the specific Situation, Task, Action, and Result of the situation you are describing.
- **Q7(e) Rules of Brainstorming:** Focus on quantity of ideas, withhold criticism or judgment, welcome unusual or wild ideas, and combine/improve upon existing ideas.

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