

DIPLOMA WALLAH

Jharkhand University of Technology (JUT)

Professional Skills

[Join Our Official WhatsApp Group](#)

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. Which stage of group formation is characterized by intragroup conflict and competition?

- a. Forming
- b. Storming
- c. Norming
- d. Performing

ii. In a corporate meeting, the acronym 'MOM' stands for:

- a. Management of Members
- b. Minutes of Meeting
- c. Master of Machines
- d. Method of Management

iii. The primary purpose of an 'Informative Presentation' is to:

- a. Entertain the audience
- b. Persuade the audience to buy a product
- c. Share facts and educate the audience
- d. Confuse the competitors

iv. Which of the following is considered a 'Non-Cognitive Skill'?

- a. Emotional Intelligence
- b. Mathematical logic
- c. Coding
- d. Data analysis

v. Which digital tool is best suited for secure, internal video conferencing within an organization?

- a. WhatsApp Status
- b. Public YouTube stream
- c. Zoom / Microsoft Teams
- d. Instagram Reels

vi. Empathy fundamentally means:

- a. Feeling pity for someone
- b. Understanding and sharing the feelings of another
- c. Ignoring a colleague's problem
- d. Arguing logically

vii. Which interview type specifically focuses on past behavior to predict future performance?

- a. Technical Interview
- b. Stress Interview
- c. Behavioral Interview
- d. Formative Interview

Q2. (14)

A. What are the essential components for formatting a professional resume? Discuss the common errors people generally make while preparing it. [7]

B. Explain the STAR approach for facing a behavioral interview. Discuss the essential Do's and Don'ts to follow before and during a job interview. [7]

Q3. (14)

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

B. Differentiate between Informative and Persuasive presentations. What key strategies should one adopt for a strong 'Opening' and 'Closing' of an oral presentation? [7]

Q4. (14)

A. What are the effective strategies a leader must adopt to build trust and foster collaboration within a team? [7]

B. Differentiate between 'Hearing' and 'Active Listening'. Discuss the strategies required to improve active listening as a team skill. [7]

Q5. (14)

A. What is the need for Internal Communication in an organization? Explain the modern digital tools used for it. [7]

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

Q6. (14)

A. What are the essential skills evaluated by a panel during a Group Discussion? Explain the five stages of group formation. [7]

B. What are the rules of brainstorming? Explain the principles of documenting team session outcomes. [7]

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

- a. Corporate and Professional Etiquette
- b. Empathy vs Sympathy
- c. Social Anxiety Disorder
- d. "Agree to disagree" in Consensus
- e. Differences between CV, Resume, and Biodata

For more sample papers visit website :- Diplomawallah.in



Answer Key & Solutions

MCQ Answer Key

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

Model Answers (Hints)

- **Q2(B) STAR Approach:** Situation (set the context), Task (what was required), Action (what you did), Result (the outcome).
- **Q3(A) Problem Solving Stages:** 1. Define the problem, 2. Brainstorm alternatives, 3. Choose the best solution, 4. Implement, 5. Evaluate.
- **Q5(B) SWOT Analysis:** Strengths (internal positives), Weaknesses (internal negatives), Opportunities (external factors), Threats (external risks).
- **Q7(a) Corporate Etiquette:** Unwritten rules of a workplace including punctuality, professional dressing, and respectful communication.
- **Q7(b) Empathy vs Sympathy:** Empathy is putting yourself in someone's shoes to truly understand; Sympathy is just feeling sorry or pity for them.
- **Q7(c) Social Anxiety:** Intense fear of being judged; signs include sweating, stuttering, and avoiding eye contact.

Made with by Sagar Sangam