



Question Sheet #1

CHAPTERS 1 & 2 IN REF. [1]:

- Define the meaning of “Soft skills” and “Hard Skills” and give two examples for each one.
- Soft skills can be “interpersonal skills” or “intrapersonal skills”, give two examples for each one.
- As an engineer, explain why you need to learn soft skills and hard skills.
- What are the three main traits that describe a human’s personality?
- Character traits of a human are integrity, acceptance, Discipline, and Dedication. Briefly explain each term.
- Behavior traits of a human are Interpersonal skills, Communication skills, leadership skills, team management skills, and stress management skills. Explain briefly each term.
- Attitude traits of a human are Positive Attitude, win/win Attitude, keeping the goal in mind, Synergizing. Explain briefly each term.
- Perfectionist, Helpers, Dreamer, Achiever, Asserter, Questioner, Adventurer, Observer, and Peacemaker are types of human personality. Briefly describe each personality and its advantages and disadvantages.
- In an organization which types of personality can add a positive effect to the organization success?
- What are the four main elements of personality development?
- What is the meaning of SWOT analysis and how can it be useful? Explain with examples and graphs.
- SWOT analysis helps to set goals for development. Explain with examples the two types of goals and the relation between them, also explain what should be the nature of your goals.
- Creativity and innovation is one aspect of personality development. What is the difference between them?



- Assumptions, Logic, Culture, Emotions, Perception, Resources, and Stress are different barriers to creativity. Give an example for each one.
 - What are the three types of human values and beliefs? Give examples.
 - What is an ethical behavior? Explain with examples.
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CHAPTER 3 IN REF. [1]:

- Define the term “a communication process”.
- What are the elements of a communication process? Support your answer with a sketch.
- What are the key elements of a communication process?
- What are the conditions for a communication process to exist?
- Formulating a message and the channel to send it depend on the receiver. Explain with examples.
- Why is communication important?
- Explain with examples if possible the characteristics of an effective communication process and the result if one characteristic is not satisfied.
 - A communication process can be verbal or non-verbal. Give examples of each.
- What is a body-language?
- Explain how body-language can benefit or harm a communication process.
- Space between communicators is a form of non-verbal communication. Explain.
- What are the advantages and disadvantages of face-to-face communication?
- What are the guidelines for a telephone communication?
- What are the advantages and disadvantages of a written communication?
- What are the three main types of noise (barriers) in a communication process?



-The following are elements that can harm the effectiveness of a communication process. Explain each one with examples.

Noise, Environment, Interruption, Timing, Prejudice and Stereotype, Status, Experience, Assumption Values and beliefs, Self-centered, Different language, Technical terms (Jargons), Emotionally-charged words.

- What are the three basic skills to deal with a conflict? And what are the tools for resolving a conflict?

-How to effectively deal with angry people?

-Criticizing is a form of a feedback. How should you criticize?

Self-Study Chapter: Please read chapter 4 in Ref [3] and define the following non-verbal communications terms:

1-Kinesics

2-Emblems

3-Illustrator.

4-Affect displays.

5-Regulators.

6-Adapters.

7-Time Communication.

8-Smell communication.

9- Touch communication.

10-Paralanguage.

11-Artifacts.