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Question Paper Code	12222
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B.E. / B.Tech. - DEGREE EXAMINATIONS, NOV / DEC 2023
Seventh Semester
Information Technology
20ENOE905 - INTERPERSONAL AND LEADERSHIP SKILLS
(Regulations 2020)

Duration: 3 Hours

Max. Marks: 100

PART - A (10 × 2 = 20 Marks)

Answer ALL Questions

- | | <i>Marks,
K-Level, CO</i> |
|--|-------------------------------|
| 1. How does active listening help in understanding and retaining information during a lecture? | 2,K1,CO1 |
| 2. Compare and contrast active listening techniques in formal versus informal conversations. | 2, K2,CO1 |
| 3. What role does informal talk play in everyday spoken communication? | 2,K1,CO2 |
| 4. Define Self-assessment. | 2,K1,CO2 |
| 5. What is verbal communication? | 2,K1,CO3 |
| 6. Who can be a good team player? | 2,K1,CO3 |
| 7. Write about pronunciation and its role in effective communication. | 2,K1,CO4 |
| 8. Identify formal and informal conversations and explain their differences. | 2,K2,CO4 |
| 9. Define feedback. | 2,K1,CO5 |
| 10. Explain motivation. | 2,K2,CO5 |

PART - B (5 × 13 = 65 Marks)

Answer ALL Questions

11. a) Elaborate on the importance of active listening in both personal and professional contexts. Highlight how effective listening can contribute to better relationships and improved workplace dynamics. 13,K2,CO1
- OR**
- b) Write about the differences between Verbal and Non-Verbal communication and Explain the significance of presentation skills. 13,K2,CO1
12. a) Explore the impact of a lack of self-confidence on public speaking. Provide strategies to overcome this barrier and develop effective communication skills. 13,K2,CO2
- OR**
- b) Explore the impact of a lack of self-confidence on public speaking. Provide strategies to overcome this barrier and develop effective communication skills. 13,K2,CO2

13. a) Analyze how effective speaking skills contribute to successful job interviews. Highlight key verbal techniques that help create a positive impression on the interviewer. *13,K2,CO3*

OR

b) Explore the differences between Verbal and Non-Verbal communication and Explain the significance of presentation skills. *13,K3,CO3*

14. a) How to inspire people through public speaking? Explain. *13,K2,CO4*

OR

b) How important one's leadership quality in professional and personal life? *13,K2,CO4*

15. a) Describe the significance of Professional Etiquettes? and Explain How to handle conflicts? *13,K2,CO5*

OR

b) What is the necessity of work ethics? Explain the problems in the absence of work ethics. *13,K2,CO5*

PART - C (1 × 15 = 15 Marks)

16. a) Describe the traits of mentoring and counseling process in a professional environment. Explain the process of appraisal and feedback. *15,K3,CO5*

OR

b) How to manage time? Identify the strategies for time management. *15,K3,CO5*