

Duration: 3 Hours

Max. Marks: 100

PART - A (MCQ) (20 × 1 = 20 Marks)

Answer ALL Questions

	<i>Marks</i>	<i>K- Level</i>	<i>CO</i>
1. What is the primary purpose of effective communication skills in a workplace? (a) To increase personal popularity (b) To reduce misunderstandings and improve collaboration (c) To enhance knowledge of vocabulary (d) To promote social media presence	1	K1	CO1
2. Which of the following is a key aspect of effective verbal communication? (a) Using complex jargon to sound knowledgeable (b) Speaking louder than others to dominate the conversation (c) Listening actively and responding clearly (d) Relying solely on body language for understanding	1	K2	CO1
3. What is the primary purpose of critical reading? (a) To quickly memorize information (b) To identify and evaluate the author's arguments and biases (c) To agree with everything the author says (d) To focus only on the main ideas without questioning details	1	K1	CO1
4. What is the main purpose of using role play as a communication exercise? (a) To entertain participants (b) To practice real-life scenarios and improve interpersonal skills (c) To memorize scripts for future use (d) To avoid making mistakes in actual situations	1	K1	CO2
5. Which of the following is considered email etiquette? (a) Writing in all capital letters to emphasize importance (b) Using a clear subject line that reflects the email's content (c) Leaving the email body empty and attaching a document instead (d) Sending the email without proofreading	1	K2	CO2
6. What is an essential component of a well-prepared job application? (a) Using casual language to sound friendly (b) Including a generic cover letter for all job applications (c) Tailoring the resume and cover letter to match the job description (d) Omitting contact information for privacy	1	K1	CO2
7. What is the most important element of a well-written paragraph? (a) Using as many complex words as possible (b) Including one clear main idea supported by details (c) Writing long sentences to add depth (d) Avoiding transitions between sentences	1	K1	CO3
8. Which of the following is most essential for effective creative writing? (a) Sticking strictly to factual information (b) Following a rigid structure without flexibility (c) Using imagination to develop unique ideas and express emotions (d) Avoiding descriptive language	1	K2	CO3

9. Which personality trait is most associated with effective teamwork? *1 K2 CO3*
 (a) Introversion (b) Flexibility (c) Impulsiveness (d) Self-centeredness
10. Which of the following is considered a primary goal in addressing social issues? *1 K1 CO4*
 (a) Ignoring community input
 (b) Increasing public awareness and fostering positive change
 (c) Prioritizing individual benefits over community welfare
 (d) Avoiding collaboration with organizations
11. What is an essential aspect of effective review writing? *1 K1 CO4*
 (a) Providing only positive feedback to avoid criticism
 (b) Giving a balanced opinion supported by specific examples
 (c) Keeping the review vague to appeal to a broader audience
 (d) Writing as briefly as possible without details
12. What is a key skill for participating effectively in a group discussion? *1 K1 CO4*
 (a) Dominating the conversation to ensure all your points are heard
 (b) Listening actively and respecting others' viewpoints
 (c) Speaking without considering others' responses
 (d) Avoiding eye contact to reduce nervousness
13. Which of the following is considered a fundamental life skill for personal and professional growth? *1 K1 CO5*
 (a) Relying solely on others for decision-making
 (b) Effective time management and organization
 (c) Avoiding challenges to stay comfortable
 (d) Focusing only on short-term goals
14. According to Belbin's Team Roles, which role is primarily responsible for generating ideas and solving complex problems? *1 K1 CO5*
 (a) Coordinator (b) Implementer (c) Plant (d) Completer-Finisher
15. When writing a story to illustrate life skills, which element is the most important to include? *1 K2 CO5*
 (a) A relatable character facing real-life challenges
 (b) An overly complicated plot with many twists
 (c) Unrealistic scenarios that emphasize fantasy
 (d) A focus only on dramatic events rather than personal growth
16. What is a primary benefit of watching educational videos on empathy? *1 K1 CO5*
 (a) Learning to respond to others with judgment
 (b) Developing a deeper understanding of others' feelings and perspectives
 (c) Focusing only on one's own emotions
 (d) Avoiding emotional connections with others
17. Which of the following traits is most essential for effective leadership? *1 K1 CO6*
 (a) Ability to work independently without feedback
 (b) Willingness to listen and adapt to team needs
 (c) Preference for strict control over all decisions
 (d) Focus on personal achievements over team success
18. Which of the following is a key benefit of effective teamwork? *1 K2 CO6*
 (a) Increased individual workload
 (b) Improved problem-solving through diverse perspectives
 (c) Reduced need for communication
 (d) Emphasis on individual recognition over group success
19. What is an important responsibility of an effective team member? *1 K1 CO6*
 (a) Prioritizing personal goals over team objectives
 (b) Actively contributing ideas and supporting other members
 (c) Avoiding feedback from others
 (d) Working independently without collaboration

20. What is the primary purpose of practicing situational dialogues? 1 K1 CO6
 (a) To memorize responses without understanding the context
 (b) To develop the ability to respond appropriately in real-life scenarios
 (c) To avoid engaging in conversations
 (d) To focus only on grammatical accuracy

PART - B (10 × 2 = 20 Marks)

Answer ALL Questions

21. Explain the purpose of skimming in reading and describe a situation where it would be particularly useful. 2 K1 CO1
22. Identify two common barriers to effective communication and briefly explain how each can impact understanding. 2 K1 CO1
23. What are two key elements of a professional email, and why are they important for effective communication? 2 K1 CO2
24. What is the main purpose of summary writing, and how does it help in understanding a text better? 2 K1 CO2
25. Briefly explain how positive personality traits can influence success in a team environment. 2 K1 CO3
26. How can raising awareness about social issues contribute to positive change in society? Provide an example to support your answer. 2 K2 CO3
27. Explain how effective decision-making as a life skill can impact personal growth and success. 2 K2 CO4
28. Describe the role of the 'Coordinator' in Belbin's Team Roles and explain how it contributes to team effectiveness. 2 K1 CO4
29. What are two key qualities of an effective team member, and how do these qualities benefit the team? 2 K1 CO5
30. Why is motivation important in a team setting, and how can a leader effectively motivate team members? 2 K2 CO6

PART - C (6 × 10 = 60 Marks)

Answer ALL Questions

31. a) Conduct a SWOT analysis for an organization of your choice. Describe the strengths, weaknesses, opportunities, and threats in detail, and explain how the organization can use this analysis to develop strategic plans for growth and improvement. 10 K3 CO1
- OR**
- b) Write a newspaper report on a recent public event or social concern. Your report should include a catchy headline, a concise lead paragraph summarizing the main points, and a detailed body that covers essential facts, relevant quotes from participants or officials, and any necessary background information. Ensure clarity, accuracy, and an engaging style to effectively inform and engage readers. 10 K3 CO1
32. a) Discuss the differences between verbal and non-verbal communication, providing examples of each. Explain how both forms of communication work together to enhance understanding in interpersonal interactions, and analyze the impact of non-verbal cues in interpreting messages accurately. 10 K2 CO2
- OR**
- b) Write a set of dialogues as happening between a Bank Manager and a Student enquiring about educational loan, with at least 8 exchanges. 10 K2 CO2

33. a) Write a well-structured paragraph of about 250 words on the importance of ethical communication in business. Discuss how ethical communication practices build trust, enhance transparency, and contribute to long-term success in business. Include examples to illustrate how integrity and honesty in communication can impact relationships with clients, employees, and stakeholders. 10 K3 CO3
- OR**
- b) Write a job application letter with a resume for the position of Marketing Manager at ABC Corp., Bangalore, addressed to the HR Department. In your letter, introduce yourself, highlight your relevant skills and experience, and explain why you are a good fit for the role. Ensure your letter is well-organized and professional. Attach a resume that outlines your qualifications and work experience related to the position. 10 K3 CO3
34. a) Describe the Big Five Personality Traits, explaining each trait in detail. Discuss how understanding these traits can be beneficial in a workplace setting, particularly in areas like teamwork, leadership, and personal development. Provide examples of how different traits can influence workplace behavior and performance. 10 K2 CO4
- OR**
- b) Write a detailed review of a book, movie, or article of your choice. Your review should include a brief summary, an analysis of key themes, and your personal opinion supported by specific examples. 10 K2 CO4
35. a) State the importance of life skills in personal and professional success. Choose any three life skills, such as communication, decision-making, or time management, and explain how each contributes to effective problem-solving, relationship-building, and adaptability in various situations. Use examples to illustrate the impact of these skills on real-life scenarios. 10 K3 CO5
- OR**
- b) Explain Belbin's Team Roles model and discuss how understanding different team roles can improve team performance. Choose any three of Belbin's roles, such as the Coordinator, Plant, or Implementer, and describe their characteristics, strengths, and potential weaknesses. Provide examples of how each role contributes to a balanced and effective team. 10 K3 CO5
36. a) State the significance of teamwork in achieving organizational goals. Explain how effective teamwork fosters collaboration, improves problem-solving, and enhances productivity. Describe key elements that contribute to successful teamwork, such as communication, trust, and diversity of skills, and provide examples to illustrate how these elements impact team performance and outcomes. 10 K3 CO6
- OR**
- b) Enumerate the importance of group discussions in enhancing communication and critical thinking skills. Describe key elements of a successful group discussion, such as active listening and respectful dialogue, and discuss how these contribute to reaching a consensus or gaining new perspectives. 10 K3 CO6