



Kambal

Avinashilingam Institute for Home Science and Higher Education for Women
Deemed to be University Estd. u/s 3 of UGC Act 1956, Category A by MHRD (now MoE)
Re-accredited with A++ Grade by NAAC. CGPA 3.65/4, Category I by UGC
Coimbatore - 641043, Tamil Nadu, India

Bachelor's Degree Examination – April 2026
IV/V Semester

Class : II UG / AHS / B.E 2023 Batch

Major : ALL Majors

Branch: Civil Engineering with Computer Application

Time : 3 Hours

Max. Marks: 100

23BSBSS1 / 23BESS01 Soft Skills

Course Outcomes:

- CO1: Increased awareness about the self
- CO2: Display enhanced knowledge of social and professional etiquette
- CO3: Ability to work in teams
- CO4: Practice positive thinking in interpersonal relationships
- CO5: Acquire confidence in stress management and cultivate emotional intelligence

Part - A

25 x 1 = 25

Choose the Correct Answer

1. Persistence is the ability to _____.
a. quit easily
b. avoid challenges
c. persevere through obstacles
d. change goals frequently
2. Identifying strengths and weaknesses helps in _____.
a. avoiding career planning
b. creating an effective career roadmap
c. skipping interviews
d. changing companies frequently
3. Which equation represents *The Best Work Each Time*?
a. Pride – Skills/Knowledge
b. Passion + Direction
c. Passion – Direction
d. Pride + Skills/Knowledge
4. _____ is one of the ways to overcome a mental block.
a. Multi tasking more
b. Procrastinating
c. Breaking down the project
d. Avoid brainstorming
5. A team working together to find a mutually beneficial solution to a disagreement is _____ strategy.
a. competing
b. avoiding
c. collaborating
d. accommodating
6. Communication from managers to employees is called _____.
a. upward communication
b. downward communication
c. diagonal communication
d. informal communication
7. Which of the following is NOT part of SMART goals?
a. Specific
b. Measurable
c. Time-bound
d. Ambitious
8. A person constantly seeks validation on social media and feels distressed when posts receive fewer likes. This most directly reflects _____.
a. internal self-worth
b. self-responsibility
c. self - worth based on external approval
d. high confidence
9. Which email address is suitable for a CV?
a. rahul.kumar@gmail.com
b. funlife@xyz.com
c. riya.solotraveller@gmail.com
d. partytime@abc.com
10. Ravi lost his job unexpectedly and feels anxious about his future. He talks to his close friend for support. This reflects _____ coping strategy.
a. avoidance
b. emotion-focused
c. problem-focused
d. social withdrawal

11. _____ is the first step in planning an event.
- Promoting the event
 - Choosing the venue
 - Defining the purpose
 - Hiring speakers
12. A salesperson sets a goal to exceed their required sales quota by 20%. This is an example of:
- Academic goal
 - Financial goal
 - Career goal
 - Interpersonal goals
13. When faced with sudden organizational change, Rohit upgrades his skills instead of resisting. This demonstrates _____.
- rigidity
 - adaptability
 - passive coping
 - overconfidence
14. Hard skills are acquired through _____.
- attitude
 - experience only
 - formal education and training
 - observation
15. _____ is not included in Stress Inoculation Training.
- Deep muscle relaxation
 - Breathing exercises
 - Role playing
 - Self blaming
16. You're at a coffee break with a new colleague. You don't know them very well. Which of these would be an appropriate conversation starter?
- "Let's talk about the company's annual report."
 - "So, what's your weekend routine like?"
 - "I don't think I can work with you."
 - "Do you have any problems with your husband?"
17. Which of the following is NOT a feature of effective goal setting?
- Specificity
 - Measurability
 - Ambiguity
 - Time-bound
18. Managing stress helps you to _____.
- lead a more balanced and healthier life
 - avoid all problems
 - eliminate change
 - ignore emotions
19. Which of the following is the most effective way to approach the interview question "Tell me about yourself"?
- Sharing personal history
 - Speaking casually without focusing on the job role
 - Giving a spontaneous answer
 - Delivering a structured response aligned with the job
20. Which situation best illustrates operant conditioning?
- Copying a role model's behavior
 - Repeating a behavior because it is rewarded
 - Liking a product after repeated ads
 - Learning by watching others
21. Prejudice in the workplace often appears as _____.
- promotion
 - teamwork
 - unconscious bias
 - training
22. _____ is the key element of emotional intelligence
- Empathy
 - Stress
 - Confidence
 - Conflict management
23. Goal setting helps in _____.
- giving clarity and direction
 - replacing effort
 - giving instant results
 - avoiding plans
24. _____ is a search engine for jobs.
- Olk
 - E - pathshala
 - Quickr.com
 - Linkedin

25. What can happen if you base self-worth on others' opinions?
- a. Always succeed
 - b. Mental and physical strain
 - c. Automatically improve self-esteem
 - d. No effect

Part - B

6 x 5 = 30

Answer ALL questions

Each answer should not exceed 400 words or two pages

26. a. Write a brief note on Conflict resolution strategies.
(or)
26. b. Explain the seven ways to increase your resilience.
27. a. Write any five differences between assertiveness and aggressiveness.
(or)
27. b. Explicate the 5 C's of Event Management.
28. a. Give a detailed account on stages of interview.
(or)
28. b. Elaborate on roadmap to employment.
29. a. How essential do you think is Emotional intelligence for youth today? Elaborate in your own words.
(or)
29. b. How would you respond to the following situations in an assertive manner? Give your answers in a statement.
- a. Professor gives too much work
 - b. Neighbor plays loud music at night
 - c. Someone spreads a rumor about you
 - d. Shop assistant ignores you
 - e. Group project member does nothing
30. a. What is small talk? Describe three methods of making small talk and its importance in professional environments.
(or)
30. b. Define *change and stress*. Describe the various ways to deal with stress.
31. a. List out the methods to be followed while drafting a CV.
(or)
31. b. Elaborate the key aspects involved in the process of goal setting.

Part - C

3 x 15 = 45

Answer ALL questions

Each answer should not exceed 800 words or four pages

32. a. i) What is *employability quotient* and *employment readiness*?
ii) Draft your own Curriculum Vitae.
(or)
32. b. Explain in detail about stress management.
33. a. Elucidate on the concepts of *self-esteem and attitude*.
(or)
33. b. Expound the following concepts.
- i. Overcoming shyness and hesitation
 - ii. Mental blocks
 - iii. Overcoming prejudice
 - iv. Cultural code
 - v. Code-switching
34. a. Explain the flow of communication in an organization, detailing the purposes, advantages and disadvantages of downward, upward, horizontal and lateral communication.
(or)
34. b. Elaborate on common Employability Skills.
