



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. Recognised by UGC under Section 12B

Coimbatore - 641 043, Tamil Nadu, India

Continuous Internal Assessment II - April 2025

23BSBSS1 – Soft Skills

Semester IV

Class: II UG / AHS
Major: All Majors

Time: 2 Hours
Max. Marks: 40

Course Outcomes:

1. Improved competence in oral and written communication
2. Preparedness and ability to respond to various situations effectively
3. Refined use of language in written communication
4. Enhanced understanding of professional use of English language
5. Ability to practice self-directed learning

Part - A

15 x 1= 15

Choose the Correct Answer

1. Communication that flows from a higher level in an organization to a lower level is called as _____ communication.
a) Upward
b) Downward
c) Diagonal
d) Lateral
2. The educational qualification should be listed in _____ order in a resume.
a) ascending order
b) reverse chronological order
c) ordinal order
d) none of the above
3. _____ is an automatic physical, mental and emotional response to a difficult event
a) Anxiety
b) Mental disorder
c) Anger
d) stress
4. _____ is the process of planning and hosting a variety of public and private events for social or business purposes
a) Conference
b) Event Management
c) Corporate Event
d) Meeting
5. _____ are interconnected with each other.
a) Stress and Depression
b) Change and Stress
c) Depression and Change
d) None of the above
6. Find a strategy which does not help to resolve conflict
a) Collaborating
b) Compromising
c) Communication gap
d) Accommodating
7. _____ is the process that two or more parties use to find a cordial solution to a problem.
a) Change Management
b) Value conflict
c) Conflict resolution
d) Time management
8. Avoid, _____, Accept and Adapt are 4A'S of stress management
a) Allow
b) Attitude
c) Accuse
d) Alter
9. _____ is a visual representation of the steps needed to reach a professional goal
a) Career roadmap
b) Employment readiness
c) Career guidance
d) Employability quotient
10. There are _____ types of strategies in conflict resolution
a) 3
b) 5
c) 2
d) 4

