



*Hamballu*

# 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 - 641 043, Tamil Nadu, India

**Bachelor's Degree Examination – May 2025**

**IV Semester**

**Class : II UG/AHS**

**Major : All Major**

**Time: 3 Hours**

**Max. Marks: 100**

## 23BSBSS1 Soft Skills

### Course Outcomes:

CO1: Improved competence in oral and written communication

CO2: Preparedness and ability to respond to various situations effectively

CO3: Refined use of language in written communication

CO4: Enhanced understanding of professional use of English language

CO5: Ability to practice self-directed learning

### Part A

25 x 1 = 25

#### Choose the correct answer

- Which can be defined as the way in which a person views and evaluates someone?  
a. Attitude                      b. Empathy                      c. Ability                      d. Behavior
- Action – Belief = \_\_\_\_\_  
a. Fool at work                      b. Good at work                      c. Cool at work                      d. Bad at work
- In a group discussion, one must communicate with \_\_\_\_\_  
a. Hostility                      b. Ignorance                      c. Fancy words                      d. Knowledge
- CC stands for \_\_\_\_\_  
a. Clarity code                      b. Crucial code                      c. Cultural cult                      d. Cultural code
- This is a foundation for conversation starters.  
a. Debate                      b. Small talk                      c. Shyness                      d. Observation
- Which is an automatic physical, mental and emotional response to a difficult event?  
a. Reaction                      b. Response                      c. Stress                      d. Change
- Control is a mindset issue, which is intertwined with \_\_\_\_\_  
a. Understanding                      b. Failure                      c. Confidence                      d. None of the above
- Stress Inoculation is commonly used to help people with \_\_\_\_\_  
a. Low stress                      b. Very high stress                      c. Moderate stress                      d. No stress
- Religion is an example of \_\_\_\_\_ conflict.  
a. Task based                      b. Value based                      c. Relationship                      d. None of the above
- This is the ability to manage both your own emotions and understand the emotions of people around you.  
a. Emotional intelligence                      b. Employability  
c. Attitude                      d. Intelligent
- Which of these must be avoided in a group discussion?  
a. Speaking facts                      b. Ask questions  
c. Speak with clarity                      d. Speaking fast
- Interview is a \_\_\_\_\_ between two expert candidates  
a. Business                      b. Dispute                      c. Compromise                      d. Meeting
- Complaint and suggestion box is an example of \_\_\_\_\_ communication  
a. Downward                      b. Lateral                      c. Upward                      d. Horizontal
- A \_\_\_\_\_ is a psychological obstacle that stops a person to achieve success  
a. Mental block                      b. Prejudice                      c. Shyness                      d. Acceptance
- This refers to the capacity to perceive and recall the environment using all five senses.  
a. Assertiveness                      b. Observational skill  
c. Listening                      d. Focusing
- The capability to think innovatively and generate original ideas and solutions is known as \_\_\_\_\_  
a. Collaboration                      b. Creativity  
c. Conflict resolution                      d. Decision making

17. Choose the right example for professional font  
 a. Times new roman    b. Golem    c. Rod    d. Andalus
18. Which of the following is a positive body language?  
 a. Biting nails    b. Doodling    c. Fidgeting    d. Briskness
19. There are \_\_\_\_\_ type of strategies in conflict resolution  
 a. 5    b. 2    c. 6    d. 3
20. Informal communication is also called as \_\_\_\_\_  
 a. Hushing    b. Silent talk    c. Small talk    d. grapevine
21. The letter R in SMART Goal stands for \_\_\_\_\_  
 a. reliable    b. relevant    c. reasonable    d. realistic
22. Stretch goals involves \_\_\_\_\_  
 a. comfort    b. career    c. risk    d. outrage
23. People who judge the Group Discussion are called \_\_\_\_\_  
 a. mentors    b. panelists    c. facilitators    d. judges
24. Please, don't laugh \_\_\_\_\_ those beggars.  
 a. at    b. for    c. against    d. from
25. A CV stands for \_\_\_\_\_  
 a. Curriculum vitae    b. Curriculum visa    c. Central vitae    d. Curriculum volume

**Part B**

**6 x 5 = 30**

**Answer ALL questions**

**Each answer should not exceed 400 words or two pages**

26. a. List down the do's and don'ts of Telephonic Conversation.  
 (or)
- 26.b. Define Change and Stress and describe the various ways to deal with stress.
- 27.a. Mention some tips to be remembered while drafting a CV.  
 (or)
- 27.b. What are mental blocks. Mention the causes of Mental blocks?
28. a. Write a brief note on Conflict Resolution strategies.  
 (or)
- 28.b. Describe the factors influencing Attitude Formation.
29. a. Give a detailed account on stages of interview.  
 (or)
- 29.b. Explicate the 4 A'S and 4 C'S of Stress Management.
- 30.a. Differentiate between healthy and unhealthy Self-esteem.  
 (or)
- 30.b. Enumerate the role of Body Language at workplace.
- 31.a. How to draft a professional CV?  
 (or)
- 31.b. What is positive work Attitude? Explain positive work attitude equations.

**Part C**

**3 x 15 = 45**

**Answer ALL Questions**

**Each answer should not exceed 800 words or four pages**

32. a. Elaborate on Common Employability skills?  
 (or)
- 32.b. Write a detailed note on Stress Management?
33. a. Explain the flow of communication channel in detail.  
 (or)
- 33.b. Enumerate the importance of Goal Setting and its types.
- 34.a. Examine comprehensively the concepts of Self-esteem and Attitude.  
 (or)
- 34.b. Draft your own Curriculum Vitae for your profession.