L.J Institute of Engineering and Technology, Ahmedabad.
Effective Technical Communication(ETC) : Practice Book (SEM-III)

Note : This Practice Book only for reference purpose. LJU Test question paper may not be completely set from this Practice Book

UNIT06

Sr. No	Unit_number	question_text	answer_text	marks	option1	option2	option3	option4
1	6	Professional effectiveness mainly focuses on improving:	Soft skills, habits, and mindset	1	Only technical skills	Only communication skills	Soft skills, habits, and mindset	Entertainment skills
2	6	Arriving early for meetings shows:	Respect and reliability	1	Fear	Respect and reliability	Overconfidence	Laziness
3	6	Ideal arrival time before meetings should be:	10–15 minutes early	1	Exactly on time	1–2 minutes early	10–15 minutes early	30 minutes early
4	6	Which tool is used for task tracking and management?	Jira	1	Photoshop	Jira	VLC Player	WhatsApp
5	6	Breaking big projects into small tasks helps in:	Better time management	1	Confusion	Delay	Better time management	Laziness
6	6	If delay is expected, what should you do?	Inform team early	1	Hide the problem	Inform team early	Ignore deadline	Quit work
7	6	Morning planning helps in:	Aligning daily priorities	1	Sleeping more	Aligning daily priorities	Entertainment	Avoiding work
8	6	Asking questions during code review helps to:	Understand system design	1	Waste time	Show off	Understand system design	Avoid work
9	6	Self-learning mainly develops:	Independence	1	Laziness	Dependency	Independence	Fear
10	6	Official documentation is useful for:	Learning best practices	1	Entertainment	Learning best practices	Gaming	Time pass
11	6	Which platform provides online technical courses?	Coursera	1	Netflix	Coursera	Instagram	Spotify
12	6	Open-source contribution helps in:	Building network	1	Isolation	Building network	Reducing skills	Losing confidence
13	6	Before suggesting innovation, you should first:	Understand existing process	1	Criticize system	Understand existing process	Reject rules	Skip training
14	6	Credibility is built by:	Delivering work consistently	1	Talking more	Delivering work consistently	Complaining	Taking leaves
15	6	Data-backed ideas are important because they:	Increase acceptance	1	Look attractive	Waste time	Increase acceptance	Confuse management
16	6	Best time to suggest ideas is during:	Brainstorming or meetings	1	Lunch break	High pressure deadlines	Brainstorming or meetings	Office exit time
17	6	SOP stands for:	Standard Operating Procedures	1	System Operating Plan	Standard Operating Procedures	Software Output Program	Service Order Process
18	6	Which behavior reflects a positive professional attitude?	Avoiding teamwork	1	Complaining about tasks	Avoiding teamwork	Accepting feedback and improving	Ignoring mistakes
19	6	Learning from seniors helps in:	Experience gain	1	Ego building	Experience gain	Time waste	Conflict
20	6	Jugaad mindset means:	Creative problem solving	1	Cheating	Creative problem solving	Avoiding work	Breaking rules
21	6	Most valuable asset for professionals is:	Time	1	Mobile	Laptop	Time	Money
22	6	Technology growth requires professionals to:	Keep learning continuously	1	Stop learning	Ignore trends	Keep learning continuously	Avoid updates
23	6	Reputation at workplace is built by:	Consistent delivery	1	Talking more	Consistent delivery	Arguing	Showing attitude
24	6	Professional journey is compared to:	Marathon	1	Race	Sprint	Marathon	Game
25	6	Positive attitude helps in:	Handling challenges	1	Handling challenges	Creating stress	Avoiding work	Losing focus
26	6	Persistence and dedication lead to:	Success	1	Failure	Confusion	Success	Delay
27	6	Following SOP in an organization mainly helps to:	Maintain consistency and quality of work	1	Increase confusion	Maintain consistency and quality of work	Reduce teamwork	Slow down performance
28	6	A proactive intern will:	Take initiative and learn new skills	1	Wait for instructions always	Avoid responsibility	Take initiative and learn new skills	Only complete assigned tasks
29	6	What should a fresher do when facing difficulty in a task?	Ask for guidance and try to learn	1	Quit the task	Ignore the problem	Ask for guidance and try to learn	Blame teammates
30	6	Which quality helps in long-term career growth?	Continuous learning attitude	1	Overconfidence	Laziness	Continuous learning attitude	Avoiding teamwork

UNIT07

Sr. No	Unit_number	question_text	answer_text	marks	option1	option2	option3	option4
1	7	Why is a professional phone greeting important for freshers?	It creates a positive first impression	1	It saves time	It creates a positive first impression	It allows casual talk	It hides nervousness
2	7	What is the best way for freshers to handle a missed call from senior/HR?	Return call within working hours + apologize	1	Ignore if not urgent	Return call within working hours + apologize	Ask 'Who is this?'	Send missed call back
3	7	What should freshers avoid in official WhatsApp/SMS?	Emojis, slang, memes	1	Polite language	Emojis, slang, memes	Short replies	Using company group
4	7	What must be the tone of an email?	4–6 lines with clear purpose	1	One-liner	4–6 lines with clear purpose	10+ lines	Long stories
5	7	Correct email tone for freshers?	Polite, neutral, no anger or slang	1	Write in anger	Polite, neutral, no anger or slang	Use emojis	Include personal matters
6	7	When should freshers use 'Reply All' in emails?	Only when everyone needs the info	1	Always use it	Only when everyone needs the info	Send 'Thank you' to all	Reply All for fun
7	7	What is the most important step when using AI for email drafting?	Always review and edit before sending	1	Copy-paste blindly	Always review and edit before sending	Ignore grammar	Send without checking names
8	7	Good progress update to manager should include?	Specific progress, next steps, honest delays	1	Just 'Work going on'	Specific progress, next steps, honest delays	No update unless asked	Only good news
9	7	Why avoid last-minute surprises in work updates?	It breaks trust and causes bigger issues	1	It saves time	It breaks trust and causes bigger issues	Managers like surprises	It shows creativity
10	7	What does active listening mean?	Full focus on speaker, no distractions	1	Think of reply while listening	Full focus on speaker, no distractions	Multitask	Interrupt often
11	7	What is the polite way for freshers to disagree with senior?	I understand your view, however…'	1	You are wrong'	I understand your view, however…'	Ignore and do your way	Argue strongly
12	7	Valuing diverse opinions helps freshers in what way?	Improve ideas and show respect	1	Stick to own opinion	Improve ideas and show respect	Avoid teamwork	Blame others
13	7	True collaboration for freshers means?	Team success > individual credit	1	Take all credit	Team success > individual credit	Avoid helping others	Compete with team
14	7	Work hours ethics for freshers emphasize?	Productivity during office time, not late sitting	1	Stay late to show hard work	Productivity during office time, not late sitting	Coming late is okay	Leave early daily
15	7	What does continuous overtime lead to?	Burnout and reduced performance	1	Better performance	Burnout and reduced performance	Immediate promotion	Extra pay always
16	7	What is the ethical duty of a fresher regarding company data?	Protect confidentiality, never share passwords or post online	1	Share on social media	Protect confidentiality, never share passwords or post online	Save on personal devices	Discuss in public
17	7	Best response when a fresher makes a mistake?	Own it early, apologize, focus on solutions	1	Blame others	Own it early, apologize, focus on solutions	Hide it	Make excuses
18	7	Why avoid slang/abbreviations in professional emails?	They make email look unprofessional	1	They save time	They make email look unprofessional	Seniors like them	They show creativity
19	7	What is the correct etiquette for email attachments?	Mention clearly, avoid too many/large files	1	Send many without mention	Mention clearly, avoid too many/large files	Attach personal photos	Ignore file size
20	7	One email should ideally have?	One clear purpose	1	Multiple topics	One clear purpose	No subject	Long attachments
21	7	Good subject line for fresher emails?	Clear and matches content	1	Vague or funny	Clear and matches content	Missing	Too long
22	7	Late return of missed calls without apology can cost freshers?	Internship or job opportunity	1	Nothing	Internship or job opportunity	Extra respect	Praise
23	7	Professional language in official WhatsApp groups shows?	Maturity and respect	1	Casual attitude	Maturity and respect	No rules needed	Being cool
24	7	Using "Reply All" to say "Thank you" is poor email etiquette. Why?	It clutters everyone's inbox	1	It shows politeness	It clutters everyone's inbox	It increases internet usage	It saves time
25	7	How does regular honest updates to manager help freshers?	Build trust, avoid surprises	1	Get extra work	Build trust, avoid surprises	Hide delays	Show independence
26	7	What does poor active listening often cause?	Misunderstandings and work errors	1	Better understanding	Misunderstandings and work errors	Faster work	More creativity
27	7	What must the freshers avoid in polite disagreement?	Sarcasm, shouting, rude tone	1	Using 'however'	Sarcasm, shouting, rude tone	Listen first	Respectful words
28	7	How does owning mistakes early, help freshers?	Build trust and focus on growth	1	Lose respect	Build trust and focus on growth	Avoid responsibility	Blame team
29	7	Why protect data confidentiality even after hours?	Leaks can cause serious career/legal issues	1	No one checks	Leaks can cause serious career/legal issues	It's optional	Sharing is caring
30	7	What is the final takeaway for freshers on etiquettes & ethics?	Good behavior + skills = long-term success	1	Only skills matter	Good behavior + skills = long-term success	Etiquette not needed	Ethics optional

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1	8	Employer tries to find	All of them	1	Technical skills	soft skills	Desire to work	All of them
2	8	What is True?	70% Tendency to work & 30% Skills gets better opportunity	1	High Marks = Job Guarantee	more study = better job	Boasting CV gets a Better Job	70% Tendency to work & 30% Skills gets better opportunity
3	8	Employers like	Small Projects with core efforts	1	Small Projects with core efforts	BIg names of projects	Better marks only in Marksheet	so-called efforts
4	8	What is appriciated for a freshser?	Self learning ability	1	soft skills only	Self learning ability	waiting for a trainer	all of them
5	8	which mindset is expacted?	I tried, failed, learned, fixed it	1	Faculty taught me this much	I studied this in college	I tried, failed, learned, fixed it	AI can work for me
6	8	What is a realistic expactetion of a fresher?	First job will be a Learning job	1	High package	First job will be a Learning job	Luxury job	Fast Promotion
7	8	what does not fit to employer expectations?	unclear emails & no follow ups	1	Learn fast	Work honestly	Grow steadily	unclear emails & no follow ups
8	8	Employers don't expect you to know everything	TRUE	1	TRUE	FALSE		
9	8	What dose not make you better employable as a fresher?	collgege degree only	1	collgege degree only	Positive attitude	long term commitment	Self Learning ability
10	8	what is the myth about high marks in college?	High marks guarantee a job	1	High marks guarantee a job	High marks may open a few opportunities	High marks get you an interview	High marks still need skills
11	8	Employers want to check a fresher's thinking ability by asking: "Can you still try to solve the problem if...?	Google is OFF or senior is on leave	1	Google is available	ChatGPT is free	Google is OFF or senior is on leave	Sir taught it in class
12	8	Toxic culture in workplaces is:	Mostly exaggerated	1	A real issue to pay attention	Mostly exaggerated	a common workplace scenario(e.g., burnout, disrespect, fear)	Only in small companies
13	8	Key to standing out: Show	Learning agility and positive attitude	1	Resistance to feedback	Tardiness	Learning agility and positive attitude	Isolation
14	8	Which of the following is a biggest red flag for employers?	"I already know this"	1	"I already know this"	"I'll learn"	"Please guide me"	"I made a mistake"
15	8	pressure doesn't break careers — what does?	Attitude	1	Tight deadlines	Sudden changes	Attitude	Self-learning
16	8	your college degree makes you:	Eligible, while attitude makes you employable	1	Employable directly	Eligible, while attitude makes you employable	Guaranteed a job	Ready for high package
17	8	To become indispensable early, focus on being:	Reliable, high-quality delivery, and proactive	1	Unreliable with excuses	Reliable, high-quality delivery, and proactive	Invisible in team	Argumentative
18	8	Which factor has shifted employer focus away from pure degrees?	Need for outcome-focused, skills-driven hiring	1	Economic slowdown	Need for outcome-focused, skills-driven hiring	Increase in government jobs	Decline in tech roles
19	8	As a fresher, what should be your primary focus in the first 1–2 years?	Learning, skill-building, mentorship, and good culture	1	Highest possible salary only	Learning, skill-building, mentorship, and good culture	Immediate promotions	Remote work only
20	8	What is often advised over salary alone for freshers	Experience + positive cultur	1	Experience + positive cultur	Short-term high pay with no learning	Frequent job changes every 3 months	Ignoring reviews
21	8	For internship aspirants, a good opportunity offers:	Real projects, and skill exposure	1	Only certificate without real work	Real projects, and skill exposure	No stipend & No Agreement	Isolation from team
22	8	Legally, bonds can be enforceable if:	Reasonable, protects genuine employer interest, and voluntary	1	Extremely high penalty	Reasonable, protects genuine employer interest, and voluntary	Signed under pressure	Unlimited duration
23	8	Employers don't expect freshers to:	Know everything	1	Be honest and adaptable	Know everything	Be reliable	Be hungry to learn
24	8	Which is a common component in fresher offer letters in India?	Probation period (3–6 months)	1	Probation period (3–6 months)	Lifetime employment guarantee	No salary details	Unlimited leaves without approval
25	8	Why do companies use Job Agreements/Service Agreements (Employment Bonds)	To recover training, hiring costs, and losses if you leave early	1	To give free coffee	To force high packages	To avoid interviews	To recover training, hiring costs, and losses if you leave early
26	8	Before accepting a job offer, try to undrstand	Bond clauses, notice period, and take-home pay	1	Color of letterhead	Bond clauses, notice period, and take-home pay	Company logo only	Nothing
27	8	resignation from a so called toxic culture is	a fake mental peace	1	a true courage	a fake mental peace	an examplary work	a loss to the company
28	8	When might it be okay to stay in a challenging job short-term?	High learning/growth potential and fixable issues	1	Severe workload	No pay	High learning/growth potential and fixable issues	Bullying
29	8	Frequent job hops (every 6–12 months) as a fresher can signal:	Instability to some recruiters	1	Instability to some recruiters	Always positive	No impact	Guaranteed hire
30	8	In today's Indian market, how are 6-8 months shifts viewed?	Many a times red flag	1	Acceptable (growth, better role, escaping toxicity)	Many a times red flag	Better than long tenure	Irrelevant

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1	9	Why group communication matters?	Speed, clarity, alignment, decisions, accountability	1	Wastes time	Speed, clarity, alignment, decisions, accountability	Creates confusion	Delays projects
2	9	What happens when communication fails?	Blame, confusion, delay, conflict, rework	1	Smooth progress	Blame, confusion, delay, conflict, rework	Faster finish	No impact
3	9	Biggest advantage of offline meetings?	Body language + instant feedback + bonding	1	No need to attend	Body language + instant feedback + bonding	Only remote	Hard to schedule
4	9	What makes good offline meeting?	Agenda, punctuality, participation, notes	1	No agenda	Agenda, punctuality, participation, notes	Phone scrolling	Late start
5	9	Signs of bad offline meeting?	No agenda, late, scrolling, no outcome	1	Everyone on time	No agenda, late, scrolling, no outcome	Active participation	Clear decisions
6	9	Advantages of online groups?	Fast, remote, searchable, flexible	1	Slow and rigid	Fast, remote, searchable, flexible	No records	Only face-to-face
7	9	Common online meeting mistakes?	Reply All misuse, emoji overload, voice notes, late replies	1	Short clear messages	Reply All misuse, emoji overload, voice notes, late replies	No emojis	Quick responses
8	9	Being considerate means?	Empathy, listening, patience to others	1	Ignoring others	Empathy, listening, patience to others	Being rude	Self-focused
9	9	What shows disrespect in groups?	Interrupting, ignoring, sarcasm, not listening	1	Active listening	Interrupting, ignoring, sarcasm, not listening	Polite tone	Encouraging others
10	9	Minutes of Meeting should include?	Decisions, actions, deadlines, responsibility	1	Only jokes	Decisions, actions, deadlines, responsibility	Personal chats	No details
11	9	Why MoM important?	Clarity, accountability, reference record	1	Wastes time	Clarity, accountability, reference record	Confuses everyone	No one reads
12	9	Best during meetings?	Avoid gadgets, use pen & paper	1	Scroll phone	Avoid gadgets, use pen & paper	Multitask on laptop	Record secretly
13	9	Why avoid digital distractions?	Low attention, more mistakes	1	Improves focus	Low attention, more mistakes	Saves time	Everyone does it
14	9	Meeting that could be email?	Choose right mode – many unnecessary	1	All useful	Choose right mode – many unnecessary	Emails useless	Meetings always better
15	9	Punctuality in meetings shows?	Respect for time	1	Laziness	Respect for time	No importance	Casual attitude
16	9	Participation helps freshers?	Learn faster, show engagement	1	Stay silent	Learn faster, show engagement	Avoid responsibility	Take credit
17	9	Taking notes helps?	Remember decisions and actions	1	Wastes paper	Remember decisions and actions	No need	Only seniors note
18	9	Late replies in groups cause?	Team delays and frustration	1	Faster progress	Team delays and frustration	No issue	Everyone waits
19	9	Emoji overload looks?	Unprofessional, childish	1	Very mature	Unprofessional, childish	Appreciated	No effect
20	9	Voice notes in work groups?	Not preferred – use text	1	Best option	Not preferred – use text	Always allowed	Mandatory
21	9	Reply All misuse causes?	Cluttered inboxes, irritation	1	Better visibility	Cluttered inboxes, irritation	No problem	Everyone likes
22	9	Mindful of others' feelings means?	Avoid harsh words, value goals	1	Speak rudely	Avoid harsh words, value goals	Ignore emotions	Your needs only
23	9	Active listening shows?	Respect and learning attitude	1	Disinterest	Respect and learning attitude	Impatience	Distraction
24	9	Patience in discussions helps?	Better team relations and ideas	1	Finish faster	Better team relations and ideas	Argue more	Ignore others
25	9	Why avoid phone scrolling?	Shows disrespect, reduces focus	1	Helps multitasking	Shows disrespect, reduces focus	Everyone does	Saves time
26	9	Good meeting outcome?	Clear decisions + assigned actions	1	No decisions	Clear decisions + assigned actions	Only discussion	Confusion
27	9	Searchable online groups help?	Find past decisions easily	1	Forget everything	Find past decisions easily	Lose info	No records
28	9	Flexibility of online groups allows?	Remote work, join anywhere	1	Only office	Remote work, join anywhere	No flexibility	Only offline
29	9	Body language in offline helps?	Understand tone, build trust	1	Hide feelings	Understand tone, build trust	No importance	Words only
30	9	Instant feedback in face-to-face?	Clarifies doubts quickly	1	Causes delay	Clarifies doubts quickly	No need	Slow process

31	9	Team bonding in offline?	Feel part of team, collaborate better	1	Feel isolated	Feel part of team, collaborate better	Avoid people	Stay distant
32	9	No agenda leads to?	Wasted time, unclear outcomes	1	Perfect meeting	Wasted time, unclear outcomes	Faster decisions	More focus
33	9	Empathy in communication means?	Understand colleagues' needs/feelings	1	Ignore others	Understand colleagues' needs/feelings	Be selfish	Your goals only
34	9	Why pen & paper over gadgets?	Reduces distractions, improves focus	1	More modern	Reduces distractions, improves focus	Looks old	Everyone uses phone
35	9	Key for freshers in group communication?	Respectful, considerate, clear – avoid confusion	1	Be silent	Respectful, considerate, clear – avoid confusion	Talk more	Ignore others
36	9	What is the primary advantage of group communication at the workplace?	Faster decision-making	1	Entertainment	Faster decision-making	Personal bonding only	Informal discussions
37	9	Which of the following best represents an offline meeting?	Face-to-face interaction	1	Email discussion	WhatsApp group chat	Face-to-face interaction	Voice note exchange
38	9	Which element plays a major role in offline meetings but not in online chats?	Body language	1	Emojis	Body language	Internet speed	Search history
39	9	Instant feedback is mainly associated with _____.	Offline meetings	1	Email communication	Offline meetings	Recorded meetings	Notices
40	9	Which of the following is a feature of a good offline meeting?	Active participation	1	No agenda	Late start	Active participation	Phone scrolling
41	9	A meeting without a clear outcome is considered as	Bad meeting	1	Productive	Effective	Bad meeting	Strategic meeting
42	9	Which of the following is NOT a disadvantage of poor communication?	Alignment	1	Confusion	Delay	Alignment	Conflict
43	9	Online office communication groups allow teams to work _____.	Remotely	1	Only during meetings	Only from office	Remotely	Only during office hours
44	9	Which platform is primarily designed for professional team communication?	Slack	1	Instagram	Slack	Snapchat	Telegram Channels
45	9	Which element is considered the primary advantage of offline meetings that facilitates a deeper understanding of team sentiment during a discussion?	Interpretation of body language	1	Searchable documentation	Interpretation of body language	Asynchronous feedback loops	Digital participation tracking
46	9	In a professional setting, what is the most likely consequence of conducting a meeting that lacks a predefined agenda?	Ambiguous outcomes and lack of direction	1	Increased team bonding	Instantaneous consensus	Ambiguous outcomes and lack of direction	Enhanced creative spontaneity
47	9	Why is "Alignment" cited as a critical reason for engaging in group communication within a workplace?	To ensure all members are working toward synchronized objectives	1	To reduce the total number of employees required for a task	To ensure all members are working toward synchronized objectives	To eliminate the need for individual accountability	To replace written documentation with verbal agreements
48	9	Which characteristic of online communication groups provides a long-term utility that offline conversations lack?	Searchable archives of past discussions	1	Emotional resonance	Physical presence	Searchable archives of past discussions	Interpretation of non-verbal cues
49	9	Within the context of "Work From Home Atrocities," what does the term "Emoji Overload" signify regarding professional communication?	The dilution of professional clarity through excessive informal symbols	1	High levels of team engagement	The dilution of professional clarity through excessive informal symbols	Advanced technical proficiency in digital tools	Efficient documentation of meeting outcomes
50	9	Why is "Flexibility" considered a cornerstone advantage of utilizing platforms like Slack or MS Teams for global organizations?	It allows collaboration across different time zones and locations	1	It mandates that all employees work at the same time	It allows collaboration across different time zones and locations	It removes the need for mutual respect among colleagues	It prevents the use of searchable data
51	9	What is the primary risk associated with "Late Replies" in a fast-paced online office communication group?	Bottlenecks in decision-making and project stagnation	1	Increased server storage space	Bottlenecks in decision-making and project stagnation	Improved accountability for remote teams	Better retention of information
52	9	Which digital communication mistake most directly causes unnecessary notification fatigue for uninvolved stakeholders?	Improper use of "Reply All" in email or group threads	1	Sending voice notes	Improper use of "Reply All" in email or group threads	Using Zoom for video calls	Recording a virtual meeting
53	9	What does it mean to be "mindful of others' needs and goals" during a team interaction?	Actively considering how your communication affects your colleagues' workflow	1	Prioritizing personal deadlines above all else	Actively considering how your communication affects your colleagues' workflow	Avoiding all group communication to stay focused	Using a technical tone that breaks talks
54	9	According to the principle that "Your Tone Makes or Breaks Talks," what is the likely result of a disrespectful communication style?	Breakdown of collaboration and professional relationships	1	Increased project speed	Breakdown of collaboration and professional relationships	Higher levels of accountability	Better documentation of outcomes
55	9	Which psychological attribute is essential for practicing "Professional Courtesy" when resolving workplace conflicts?	Empathy	1	Aggression	Empathy	Apathy	Isolationism
56	9	Why is "Patience" categorized as a form of professional respect in diverse team environments?	It provides space for different perspectives and processing speeds	1	It allows the team to miss all deadlines	It provides space for different perspectives and processing speeds	It encourages "Emoji Overload" in chats	It eliminates the need for Minutes of Meeting
57	9	Which behavior is explicitly cited as a form of disrespect in a modern office environment?	Managers making excessive demands at inappropriate times (e.g., late evening)	1	Taking notes on paper	Managers making excessive demands at inappropriate times (e.g., late evening)	Starting a meeting with introductions	Using a searchable database for files
58	9	What is the fundamental purpose of documenting "Decisions" in the Minutes of Meeting?	To prevent future disputes and ensure clarity on agreed-upon paths	1	To record the exact time the meeting ended	To prevent future disputes and ensure clarity on agreed-upon paths	To provide a list of everyone who was late	To replace the need for an agenda in the next meeting
59	9	What does the term "Context Switching" refer to when using digital gadgets during a meeting?	The mental drain caused by jumping between the meeting and digital notifications	1	Switching between different pen colors	The mental drain caused by jumping between the meeting and digital notifications	Moving from an offline meeting to an online meeting	Changing the agenda mid-discussion
60	9	How does "Active Listening" directly correlate with the use of analog note-taking?	It forces the brain to process and synthesize information before writing	1	It allows the user to record every word verbatim	It forces the brain to process and synthesize information before writing	It encourages the use of voice notes on a smartphone	It prevents the need for any follow-up documentation
61	9	Which sequence correctly represents the flow of a productive meeting lifecycle?	Agenda → Discussion → Action Items → MoM	1	MoM → Discussion → Agenda	Agenda → Discussion → Action Items → MoM	Action Items → Agenda → Introductions	Discussion → MoM → Phone Scrolling
62	9	What does the "LJET" philosophy "University with a Difference" imply about communication training?	Soft skills like effective communication and courtesy are vital professional pillars	1	Technical skills are the only requirement for success	Meetings should always be conducted online	Students should not use pen and paper during lectures	Soft skills like effective communication and courtesy are vital professional pillars
63	9	When is it most appropriate to "Just Put It In An Email" instead of calling a meeting?	When the information is purely for one-way dissemination and requires no discussion	1	When the information is purely for one-way dissemination and requires no discussion	When a complex, high-conflict decision is required	When team bonding is the primary goal	When body language interpretation is essential
64	9	"Digital Distraction" in a meeting is most likely to lead to which objective failure?	Critical mistakes due to low attention	1	Better retention	Critical mistakes due to low attention	Faster introductions	Increased empathy
65	9	What is the ultimate goal of "Group Communication at Workplace" as outlined in the curriculum?	To facilitate efficient decision-making and collective success	1	To increase the length of the workday	To transition all offline meetings to WhatsApp	To eliminate the use of paper in the office	To facilitate efficient decision-making and collective success

Sr. No	Unit_number	question_text	answer_text	marks	option1	option2	option3	option4
1	10	As a fresher, why should you think twice before quitting an internship impulsively, based on the importance of a smooth soft exit?	It maintains positive relationships and professionalism for future opportunities	1	It saves money on notice periods	It maintains positive relationships and professionalism for future opportunities	It allows you to demand higher salary immediately	It helps avoid learning new skills
2	10	For freshers, earnings progression from Rs. 10,000 to Rs. 3Lacs/month. implies:	Staying and growing in a role can lead to significant salary jumps over time	1	Quit early to get high pay elsewhere	Earnings don't increase with time	Staying and growing in a role can lead to significant salary jumps over time	Internships pay nothing
3	10	What mindset should freshers adopt to avoid quitting? Focus on the long-term benefits of:	Building experience and networks through respectful exits if needed	1	Building experience and networks through respectful exits if needed	Blaming the company for everything	Ignoring handover responsibilities	Leaving without notice
4	10	Informing your reporting manager first before HR helps freshers:	Demonstrate professionalism and avoid burning bridges	1	Get immediate approval to quit	Create conflict	Demand promotions	Demonstrate professionalism and avoid burning bridges
5	10	Why is following the notice period important for freshers to prevent a quitting mindset?	It shows responsibility and allows time to reflect on your decision	1	It lets you leave instantly	It shows responsibility and allows time to reflect on your decision	It reduces your salary	It makes the company angry
6	10	The handover plan in includes documenting projects. For freshers, this encourages:	Contributing positively, which builds a good reputation and satisfaction	1	Hiding knowledge to feel important	Quitting without training others	Contributing positively, which builds a good reputation and satisfaction	Delaying your exit
7	10	Offering availability after resignation, helps freshers:	Maintain supportive networks that could lead to better opportunities later	1	Maintain supportive networks that could lead to better opportunities later	Get paid extra forever	Avoid all future jobs	Criticize the old company
8	10	'Leaving with Dignity & Gratitude'. For freshers, this mindset stops quitting by:	Fostering appreciation for growth opportunities learned	1	Encouraging blame games	Focusing on ego	Promoting grief	Fostering appreciation for growth opportunities learned
9	10	As a fresher, should grasp 'Zero Ego, Zero Grief'. It means:	Exiting respectfully to preserve your professional image	1	Being arrogant when leaving	Exiting respectfully to preserve your professional image	Causing drama	Ignoring responsibilities
10	10	Gratitude for opportunities, helps freshers stay longer by:	Recognizing value in current role and focusing on positives	1	Demanding more from the company	Complaining about lacks	Recognizing value in current role and focusing on positives	Planning secret exits
11	10	Network preservation during exit is key. For freshers, quitting hastily could:	Damage future references and collaborations	1	Damage future references and collaborations	Increase immediate pay	Make you famous	Shorten notice periods
12	10	For a fresher , a smooth offboarding process referes to:	Handle transitions maturely, reducing urge to quit impulsively	1	Quit without planning	Ignore stakeholders	Be unprofessional	Handle transitions maturely, reducing urge to quit impulsively
13	10	Before initiating resignation,it is adviced to take a clear decision. This stops freshers from:	Quitting on emotional whims without weighing pros/cons	1	Thinking at all	Quitting on emotional whims without weighing pros/cons	Staying forever	Informing anyone
14	10	Maintaining a positive tone during resignation discussions helps freshers:	Build goodwill, making them reconsider if the issues are fixable	1	Argue better	Get fired faster	Build goodwill, making them reconsider if the issues are fixable	Demand hikes
15	10	Informing well in advance, as per notice policy, allows freshers time to:	Reflect and possibly resolve issues instead of quitting	1	Reflect and possibly resolve issues instead of quitting	Pack bags quickly	Skip work	Complain publicly
16	10	The purpose of notice period (1-3 months) for freshers is to:	Ensure smooth handover, teaching patience and commitment	1	Punish employees	Delay pay	Force overtime	Ensure smooth handover, teaching patience and commitment
17	10	The handover overview includes roles and projects. Freshers should see this as:	Opportunity to organize thoughts and value their contributions	1	Extra burden to quit faster	Useless documentation	Opportunity to organize thoughts and value their contributions	Way to hide mistakes
18	10	Including 'Lessons learned & tips' in handover helps freshers:	Realize growth achieved, reducing desire to quit prematurely	1	Realize growth achieved, reducing desire to quit prematurely	Blame others	Forget past	Demand bonuses
19	10	Q&A & handover sign-off in the process encourages freshers to:	Ensure clarity, fostering a sense of completion and pride	1	Leave loose ends	Avoid questions	Be unclear	Ensure clarity, fostering a sense of completion and pride
20	10	Phrasing availability politely, like 'I will remain available', shows freshers:	Professionalism that strengthens networks and future prospects	1	They must work free	Professionalism that strengthens networks and future prospects	Weakness	Indecision
21	10	Zero Ego, Zero Grief' means freshers should exit:	Respectfully, focusing on growth to avoid regretful quits	1	With anger	Blaming everyone	Respectfully, focusing on growth to avoid regretful quits	Secretly
22	10	Expressing gratitude during exit helps freshers maintain:	Positive mindset, appreciating the role's value and sticking longer	1	Positive mindset, appreciating the role's value and sticking longer	Negative vibes	Ego battles	Grief
23	10	Honoring commitments until the last day, builds in freshers:	Strong work ethic that discourages impulsive quitting	1	Laziness	Disrespect	Unreliability	Strong work ethic that discourages impulsive quitting
24	10	Staying connected after exit preserves networks, which for freshers means:	Potential mentorship or rehire, making staying worthwhile	1	No future help	Potential mentorship or rehire, making staying worthwhile	Isolation	Conflicts
25	10	The overall soft exit process teaches freshers the value of:	Professionalism, encouraging them to address issues before quitting	1	Chaos	Rudeness	Professionalism, encouraging them to address issues before quitting	Haste
26	10	For internships, a smooth exit mindset prevents quitting by emphasizing:	Building a strong resume through positive endings	1	Building a strong resume through positive endings	Negative feedback	Short stints	No learning
27	10	The earnings slides suggest freshers should focus on:	Patience and skill-building for higher future earnings	1	Quitting for quick money	Demanding raises early	Ignoring growth	Patience and skill-building for higher future earnings
28	10	Professional behavior during resignation helps freshers avoid:	Bad reputation that could hinder career, promoting staying	1	All jobs	Bad reputation that could hinder career, promoting staying	Promotions	Learning
29	10	Writing a polite resignation message, as practiced, instils in freshers:	Thoughtful communication, reducing knee-jerk quits	1	Hostility	Carelessness	Thoughtful communication, reducing knee-jerk quits	Silence
30	10	What is the first step when deciding to leave an organization?	Inform reporting manager and HR	1	Inform colleagues	Inform reporting manager and HR	Stop working immediately	Update LinkedIn profile
31	10	Who should be informed formally about resignation?	Manager and HR	1	Only HR	Only manager	Manager and HR	Friends
32	10	Why should the reporting manager be informed first?	For smooth transition	1	For salary discussion	For smooth transition	For office gossip	For social reasons
33	10	What is the purpose of discussing next steps during resignation?	To ensure smooth exit	1	To negotiate holidays	To ensure smooth exit	To complain	To delay resignation
34	10	Resignation communication should be:	Clear and professional	1	Informal and casual	Delayed	Clear and professional	Emotional
35	10	Notice period means:	Time given after resignation	1	Immediate exit	Time given after resignation	Time before joining company	Time for salary hike
36	10	Why is informing well ahead during notice period important?	Allows planning and transition	1	Creates confusion	Shows irresponsibility	Allows planning and transition	Reduces workload
37	10	Notice period mainly helps in:	Business continuity	1	Abrupt exit	Business continuity	Personal vacation	Avoiding KT
38	10	Failing to serve notice period may affect:	Professional reputation	1	Personal hobbies	Professional reputation	Friends only	Salary slip
39	10	Notice period is usually mentioned in:	Offer letter	1	Offer letter	Resume	Exit email	ID card
40	10	What does KT stand for?	Knowledge Transfer	1	Knowledge Transfer	Keep Task	Known Talent	Key Training
41	10	Primary purpose of KT is to:	Ensure smooth handover	1	Show superiority	Ensure smooth handover	Avoid work	Get appreciation
42	10	KT should include:	Pending and ongoing tasks	1	Only completed tasks	Pending and ongoing tasks	Personal notes	Gossip
43	10	Who benefits most from proper KT?	Organization and successor	1	Only employee	Only manager	Organization and successor	Competitors
44	10	KT should ideally be:	Documented and clear	1	Rushed	Documented and clear	Verbal only	Avoided
45	10	Which is part of good KT practice?	Creating handover documents	1	Deleting files	Creating handover documents	Withholding information	Ignoring successor
46	10	KT ensures:	Smooth transition	1	Job insecurity	Smooth transition	Delayed exit	Conflicts
47	10	KT responsibility lies with:	Resigning employee	1	HR only	Manager only	Resigning employee	Peers
48	10	After resigning, availability means:	Helping if required	1	Joining again	Helping if required	Ignoring calls	Blocking emails
49	10	Post-resignation support shows:	Professionalism	1	Egoism	Professionalism	Weakness	Dependency
50	10	Availability after resignation should be:	Limited and reasonable	1	Limited and reasonable	Unlimited	Never required	Forced
51	10	Helping after resignation helps in:	Network preservation	1	Burning bridges	Network preservation	Loss of respect	Legal issues
52	10	Leaving with dignity means:	Showing gratitude	1	Complaining openly	Showing gratitude	Being arrogant	Refusing KT
53	10	Zero ego during exit means:	Respecting organization	1	Demanding favors	Respecting organization	Showing anger	Ignoring rules
54	10	Zero grief refers to:	No grudges	1	No emotions	No grudges	Happiness only	Sadness
55	10	Why is gratitude important while leaving?	For relationships and reputation	1	For rejoining	For salary hike	For relationships and reputation	For formality
56	10	Professional exit impacts:	Future opportunities	1	Only current job	Future opportunities	Hobbies only	Personal life only
57	10	Network preservation means:	Maintaining professional relations	1	Blocking contacts	Maintaining professional relations	Gossiping	Ignoring colleagues
58	10	Which action damages dignity during exit?	Public complaints	1	Smooth KT	Public complaints	Thanking team	Serving notice
59	10	Gracious exit helps in:	Long-term career growth	1	Burning bridges	Long-term career growth	Immediate promotion	Avoiding notice