

**QUESTION BANK**  
**Subject: CESS(2021)**  
**Subject code: BHSBS1050**

**PART-A - (MULTIPLE CHOICE QUESTIONS)**

**(TWO MARKS EACH)**

1. Communication is a ----- (CO1/PO10)  
A. Continuous process, B. blockade, C. four-way process.D. none
2. English is commonly known as----- (CO1/PO10)  
A. Lingua-franka B. Spanish, C. swish D. none
3. Communication means----- (CO1/PO10)  
.A. Sharing information, B. being shared D. society D. none
5. Employability refers to----- (CO1/PO10)  
A.A set of skill B. ignorance C. uneducated, D. illiterate
6. Information means----- (CO1/PO10)  
A. Knowledge, B. school C. gatherings D. mobile.
7. Filters refers to ----- (CO1/PO10)  
A. Understanding B. Barriers C. Wisdom D. easy.
8. Feedback in communication is----- (CO1/PO10)  
A. Process B. Channel C. Noise D. context.
9. Ideation in communication means----- (CO1/PO10)  
A. Generating thought, B. blocking mind, C. abstraction. D. none
10. Decoding means----- (CO1/PO10)  
A. Realizing B., finding meaning, C. stop thinking D. understanding.
11. Factors that influence communication----- (CO1/PO10)  
A. Symbols B. Message C. Receiver D. filters.
12. Meaning of advice is----- (CO1/PO10)  
A. Recommendation B. to recommend, C. to receive, D. acceptance.
13. Which of the following is interpersonal skill training? (CO1/PO10)  
A. Hard skill B. Intermediate skill, C. soft skill, D. basic skill.
14. The receiver is more concerned about----- of the given message in the process of communication. (CO1/PO10)

A. Form B. meaning C. none D. of the above.

15. Spoken communication refers to-----(CO1/PO10)

A. Oral B. Written C. Non-verbal D. none.

16. Name the advantages of formal communication(CO1/PO10)

A. Increase overall efficiency B. wastage of time C. inflexibility D. none.

17. Write the disadvantage of informal communication(CO1/PO10)

A. Permanent record B. easy communication system C. lack of secrecy D. none.

18. Audience refers to -----(CO1/PO10)

A. Words B. family C. Speaker D. none.

19. Noise is a -----(CO1/PO10)

A. Barrier B. context C. code D. none.

20. Communication is the task of imparting \_\_\_\_\_CO1/PO10

A. Training B. Information C. Knowledge D. Message

21. The way by which we communicate to each other is known as----- CO1/PO10

a. Communicative process b. Haptics c. Communication breakdown d. Artifacts

22. Feedback plays a pivotal role in\_\_\_\_\_ type of communication. CO1/PO10

a. One way b. Two way c. Four way d. None of the above

23. In two-way communication who gets benefitted? CO1/PO10

a. sender b. receiver c. both d. none

24. The proficiency in doing a particular task is known as\_\_\_\_\_. CO1/PO10

a. skill b. message c. context d. filters

25. The birth of an idea in the mind of the sender is known as\_\_\_\_\_. CO1/PO10

a. ideation b. barriers c. symbols d. signals

26. The form in which information is sent from the sender to receiver is known as\_\_\_\_\_. CO1/PO10

a. Message b. Context c. topic d. ideation

27. Mercy letter is an example of \_\_\_\_\_channel of communication. CO1/PO10

a. downward b. upward c. horizontal d. diagonal

28. The informal channel exist in every organization is known as\_\_\_\_\_. CO1/PO10

a. context b. grapevine c. ethnocentric d. textual

29. Communication by help of head and hands is referred to as \_\_\_\_\_. CO1/PO10
- a. Kinesis b. Haptics c. Proxemics d. Chronemics
30. The term \_\_\_\_\_ refers to the medium which carries information from the sender to the receiver. CO1/PO10
- a. Topic b. Message c. Context d. code
31. Oral communication takes place through the help of \_\_\_\_\_ channel. CO1/PO10
- a. Auditory b. Visual c. Formal d. Internal
32. The raising of the index finger with the other fingers bent down communicates the message of \_\_\_\_\_. CO1/PO10
- a. All the Best b. Don't do it c. I hate you d. None of the above
33. A \_\_\_\_\_ channel of communication is one that develops of itself, without planning, in situations which people meet and interact. CO1/PO10
- a. formal b. informal C. Internal d. External
34. Communication which takes place between peers who are at the same level in an organization is described as \_\_\_\_\_ communication CO1/PO10.
- a. Vertical b. Diagonal c. Horizontal d. Informal
35. Anything that obstructs or hinders the process of communication is referred to as \_\_\_\_\_. CO1/PO10
- a. Context b. Noise c. Message d. Redundancy
36. Communication by the use of personal space is known as \_\_\_\_\_. CO1/PO10
- a. Kinesis b. Haptics c. Chronemics d. Proxemics
- 37." If you read newspaper daily, you will develop your general knowledge". The objective of communication the sentence is \_\_\_\_\_. CO1/PO10
- a. Warning b. Motivation c. Order d. Negotiation
38. The conversion of ideas into the form of a language is known as \_\_\_\_\_. CO1/PO10
- a. Decoding b. Encoding c. Both d. None
39. Order issued by a senior manager to a junior employee in an organization is an example of \_\_\_\_\_ channel of communication. CO1/PO10
- a. Vertical upward b. Vertical downward c. Horizontal d. Diagonal

## UNIT-II

1.What is allude -----(CO2/PO10)

A. To avoid, B. to indirect reference to C. none of the above.

2.Antonyms of abortive------(CO2/PO10)

A. Doubt B., successful C., clean D.unfit

3.Antonyms of buxom------(CO2/PO10)

A. Soft, B. thinC. simple, D. harsh

4.Antonym of elastic------(CO2/PO10)

Plenty B., rigid C. lovable, D. reject.

5.Synonyms of accept------(CO2/PO10)

Reject B., welcome C., to move D. distrust.

6.Synonyms of assistance------(CO2/PO10)

To avoid, B. support, C. prepared, D. consent.

7.Synonyms of illusion-----(CO2/PO10)

By this time B. mirage, C. help, D. opposed.

8.Synonyms of recognition------(CO2/PO10)

A.Pronunciation B., identification, C. informative, D. persuasive.

9.Synonyms of limit------(CO2/PO10)

Maximum, B. workbook C. module D., minimum.

10.Downward communication refers to------(CO2/PO10)

A. Lateral, B. employees to employees, C. management to management D. management to workers.

11. Name the correct direction of communication from the following-----(CO2/PO10)

A.Side by side B. verbal to nonverbal C. horizontal D. direct to direct.

12.Diagonal communication means------(CO2/PO10)

A.Straight forward B. flows in all direction C. lateral D. same level.

13.Horizontal communication can be same as------(CO2/PO10)

A.Downward B. upward C. diagonal D. lateral.

14. Identify the structure: I bought a text book” (CO2/PO10)

A.SVA, B. SVAO C., SVO, D. SVOC.

15. Identify the correct spelling: (CO2/PO10)

A. Possession B. procession, C. possession D., possecion.

16. I have not met him----- a long time (CO2/PO10)

A. In, B. on, C. for, D. since.

17. A person who lives in the same time as another--- (CO2/PO10)

A. Temporary B. Contemporary C. Permanent D. none

18. One who does not believe in the existence of god. (CO2/PO10)

A. Atheist B. devotees C. Orthodox. none of the above.

19. One who makes an official examination of accounts (CO2/PO10)

A. Teacher B. auditor C. officer D. none of the above.

20. Choose the appropriate meaning of the idiom/phrase. Caught between two stools CO2/PO10

a. met with an accident b. difficulty in choosing between two alternatives

c. struck in a calamity d. none of these

21. Choose the appropriate meaning of the idiom: Make up one's mind (CO2/PO10)

a. to be prepared b. to make someone happy c. make a decision

d. To criticize someone

22. Choose the word or group of words which is most similar in meaning to the word printed in bold. (CO2/PO10)

**Abeyance**

a. Suspension b. Persistence c. Continuation d. Rigid

23. There was no agreement \_\_\_\_\_ the great powers \_\_\_\_\_ a treaty to ban weapons. (CO2/PO10)

a. between, about b. among, on c. in, for d. with, about

24. Choose the correct alternative which can be substituted for the below given word/ sentence. Place for ammunition and weapons is called as \_\_\_\_\_ (CO2/PO10)

a. Asylum b. Arsenal c. Archives d. Acoustics

25. Hens and fowls are kept in a \_\_\_\_\_. (CO2/PO10)

a. Shed b. Pens c. Confine d. Coop

26. Choose the correct collective noun for the things given below.

A \_\_\_\_\_ of cavalry. (CO2/PO10)

a. Squadron b. Crew c. Regiment d. Army

27. A \_\_\_\_\_ of bells arranged for the ceremony.(CO2/PO10)

- a. Peal b. Volley c. String d. Swarm

28. Rabbits dig burrows or \_\_\_\_\_ to live in. (CO2/PO10)

- a. Hutches b. Barracks c. Opening d. Holes

29. Pick the right meaning of the following idiom and phrases.

At the drop of the hat: (CO2/PO10)

- a. As soon as it was spoken b. Done easily, without any preparation  
c. Done in an instant d. After something is done

30. Choose the correct one word to replace the given sentence

A great lover of books: (CO2/PO10)

- a. Reader b. Bookworm c. Scholar d. Bibliophile

31. The below given sentences have two words marked in bold. The meaning of both the words remains the same in context to the sentence, find the meaning for the words. i. The lioness gave birth to two beautiful cubs. ii. They managed to have highly sophisticated machine to drill deep wells in the desert region. (CO2/PO10)

- a. Shove b. Bore c. Generate d. Produce

32. The \_\_\_\_\_ of Agatha Christie's argument is that human nature remains the same, wherever you are. (CO2/PO10)

- a. Crux b. Acne c. Pinnacle d. Nadir

33. Write down the young one of the following animal.

Elephant: (CO2/PO10)

- a. Cub b. Whelp c. Colt d. Calf

34. Choose the correct one word to replace the given description

The act of killing human beings (CO2/PO10)

- a. Slayer b. Homophobia c. Assassin d. Homicide

35. Give the names of the places where the noun-subject is kept, grown or made. Bees are kept in the \_\_\_\_\_. (CO2/PO10)

- a. Aviary b. Orchard c. Apiary d. Hive

36. Fill up the blanks with correct preposition.

The wheels of the truck press \_\_\_\_\_ the road.(CO2/PO10)

- a. on b. against c. upon d. over

37. Spot the error in the sentence.

While flying over 1)/ India we had 2)/ glimpses of, 3)/ Ganges and Himalayas. 4)/ No error 5)  
(CO2/PO10)

a. 1 b. 2 c. 3 d. 4 e. 5

38. Kindle is related to Burn as Anger is related to \_\_\_\_\_? (CO2/PO10)

a. Resentful b. Determined c. Annoyed d. Furious

39. Fear of darkness is known as:- (CO2/PO10)

a.pyrophobia b.nyctophobia c.acrophobia d.astraphobia

### UNIT-III

1.Name the correct 7cs of communication from the following----- (CO3/PO10)

A.Successful B. courageous, C. courteous, D. calculative.

2.Concrete communication refers to----- (CO3/PO10)

A.Too many information, B. vivid facts, C. not solid D., logical.

3.Courteous communication means----- (CO3/PO10)

A.Aggressive, B. friendly, C. not empathetic, D. spoken.

4.General communication means----- (CO3/PO10)

A.Always factual, B. objective C. may not be factual D., formal elements.

5.Professional communication refers to----- (CO3/PO10)

A.Formal B. general content, C. unofficial, D. general vocabulary.

6.Intrapersonal communication means----- (CO3/PO10)

A. Communication between other people B., internal use of language C., technical content, D. objectives.

7. English was originally the language of----- (CO3/PO10)

A.America B. England, C. Germany, D. Spain.

8.Language is a -----subject (CO3/PO10)

A.Style, B. passive C., skill, D. none of these.

9.Speech is ----- and writing is secondary (CO3/PO10)

A.Usual B. primary, C. unusual, D. open.

10.Grapevine refers to----- (CO3/PO10)

A.Formal B. interpersonal C. informal D. written.

#### UNIT-IV

1.What do we call a specific area in which a person needs to change? (CO4/PO10)

A.Behavioural need, B.developmental need, C.social need,D. psychological need.

2.Which of the following points are accurate description of attitudes? (CO4/PO10)

A.Personality traits, B. universal traits, C. concrete variables, D. directly observable behaviours.

3..A phobia may be based on which components of attitudes? (CO4/PO10)

A. Psychological, cognitive, personality B. only behavioural C. only cognitive D. any or all of the components.

4.Which of the following is not true of values? (CO4/PO10)

A.Everybody has them B. they have little or no impact on behaviour C. they always have behavioural impact D. none of the above.

5.A common method of measuring attitudes is by using: (CO4/PO10)

A.In-depth interview, B. observing people's behaviour C. semantic differential scales, D. a lie detector.

6.Which of the following is a powerful force in developing good thinking skill? (CO4/PO10)

A.Reading, B. judgement C. failure d. caring.

7.Leadership today is increasingly associated with the concept of----- (CO4/PO10)

A.Strategy B. control C. getting others to follow D. command.

8.Lateral thinking means----- (CO4/PO10)

A.Solving problems in creative way B. dreaming C. day thinker. D. none

9.Emotional intelligence refers to--- (CO4/PO10)

A.Control one's emotion B. to give away emotion C. too emotional D.none



## **PART-B (SHORT QUESTIONS )**

### **TWO MARKS EACH**

#### **UNIT-1**

1. Define communication? (CO1/PO10)
2. Justify communication is a psycho motor skill. (CO1/PO10)
3. Define information is the process of communication. (CO1/PO10)
4. What is encoding in the process of communication? (CO1/PO10)
5. What is decoding in the process of communication? (CO1/PO10)
6. Define Grapevine communication with example. (CO1/PO10)
7. State different objective of communication. (CO1/PO10)
8. State different purpose of communication. (CO1/PO10)
9. What is the acronymy of LSRW? (CO1/PO10)
10. Define nature and scope of communication. (CO1/PO10)
11. Define filter and barriers in short. (CO1/PO10)
12. Write down the factors that influence communication process? (CO1/PO10)
13. State different types of communication. (CO1/PO10)
14. State different kinds of barriers in the process of communication. (CO1/PO10)
15. Write down the merits of communication. (CO1/PO10)
16. Define context in the process of communication(CO1/PO10)
17. Differentiate written communication and spoken communication with example.  
(CO1/PO10)
18. Differentiate general communication and professional communication with example.  
(CO1/PO10)
19. What is intrapersonal communication? Write its benefits. (CO1/PO10)
20. Define interpersonal communication. (CO1/PO10)
21. What are advantages of formal communication? (CO1/PO10)
22. What is diagonal in the process of communication? (CO1/PO10)
23. Write down the disadvantages of informal communication. (CO1/PO10)
24. Define non-verbal communication with example. (CO1/PO10)
25. Write down the merits of written communication. (CO1/PO10)
26. State the difference between intrapersonal and interpersonal communication.  
(CO1/PO10)

#### **UNIT-II**

- 1.What is ideation in the process of communication. (CO1/PO10)
- 2.Define is formal and informal communication with example. (CO1/PO10)
- 3.writes one word substitute for the following: (CO2/PO10)
  - a. That cannot be dissolved.
  - b. Words written on a tomb
4. use the following phrasal verb in sentences to bring out their meaning. (CO2/PO10)

- a. Count on\_\_\_\_\_ -
- b. Take after\_\_\_\_\_

5. fill in the following blanks either with a participle, preposition or a verb to make the sentences meaningful. (CO2/PO10)

- a. Barbara \_\_\_\_\_ away her old microwave oven and purchased a new one.
- b. The doctor put \_\_\_\_\_ his glasses to read the medical report.

6. Correct the following sentences. (CO2/PO10)

- a. Preeti was listening the broadcast.
- b. Myself went to the office.

7. fill in the blanks with a/an/the wherever necessary. (CO2/PO10)

- a) There is \_\_\_\_\_ University near the secretariat.
- b) Mangoes are sold by \_\_\_\_\_ kilo.

8. Convert the following into passive (CO2/PO10)

- a. Which book will be studied by me?
- b. Someone has broken the vase.

9. Convert the following into active (CO2/PO10)

- a. By whom has the question been raised?
- b. What is being done by him?

10. Write the appropriate form of the verb. (CO2/PO10)

- a) The commissioner \_\_\_\_\_ a letter to the parliamentarian. (may write/ written)
- b) Sumiti Aiyar \_\_\_\_\_ chairman. (elect/ was elected)

11. Find out the meaning of the following idioms. (CO2/PO10)

- a) Save one's skin:
- b) A penny saved is a penny earned:

12. Correct the spelling of the given underlined words: (CO2/PO10)

- a) Brother –in-laws
- b) Millenium

13. What is the different word for the same British English word. (CO2/PO10)

- a) Gasoline \_\_\_\_\_
- b) Truck \_\_\_\_\_

14.State British English words for the American English words given below. (CO2/PO10)

- a) Flat\_\_\_\_\_
- b) Pharmacist\_\_\_\_\_

15. *In the question, there are two sentences. Each sentence has pairs of words / phrases that are italicized and highlighted. From the italicized and highlighted word (s) / phrase (s), select the most appropriate word (s) / phrase (s) to form correct sentences. Then, from the options given, choose the best one. (CO2/PO10)*

- a) The cricket council that was [A] / were [B] elected last March is [A] / are [B] at sixes and sevens over new rules.
- b) The critics censored [A] / censured [B] the new movie because of its social unacceptability.

16. Choose the correct sentence given bellow. (CO2/PO10)

- a) All the state officers declared their asset.
- b) All the state officers declared their assets.

17. Correct the following sentences. (CO2/PO10)

- a) I am really, truly afraid from snakes in this garden.
- b) My care is superior and more expensive than yours.

### **UNIT-III**

1. Write down the adverse effects of technology in the workplace. (CO3/PO10)
2. Write down the tools for improving Cross- Cultural Communication: (CO3/PO10)
3. Write down the benefits and challenges of cultural diversity in the workplace (CO3/PO10)
4. write down the strategies to overcome communication barriers in the workplace (CO3/PO10)
5. Define courtesy with example. (CO3/PO10)
6. What are seven C's of communication write in short. (CO3/PO10)
7. Write down the types of direction of communication. (CO3/PO10)
8. Define downward communication with example. (CO3/PO10)
9. What is upward communication write with an example? (CO3/PO10)
10. Define horizontal communication with an example. (CO3/PO10)
11. Write the acronymy of ICT. (CO3/PO10)
12. Write down the role of Information Technology in Business. (CO3/PO10)

- 13.What is Organigraph? (CO3/PO10)
- 14.What is Web Crime? Write in short.
- 15.What is a Teleconference? Write the types of teleconferencing. (CO3/PO10)
- 16 What are the different roles of PPT? (CO3/PO10)
- 17.What is Corporate Etiquettes? (CO3/PO10)
- 18.What is Mobile Etiquettes? (CO3/PO10)
- 19.Why is Business Etiquette Important? (CO3/PO10)
- 20.Write 5 tips for proper Handshake? (CO3/PO10)
- 21.Define types of Business Etiquettes in corporate sector. (CO3/PO10)
- 22.Differentiate between listening and hearing. (CO3/PO10)
- 23.What is fax? Write down its kind. (CO3/PO10)
- 24.Differentiate between internet and intranet. (CO3/PO10)
25. Define types of business etiquette. (CO3/PO10)
- 26Write down the kind of listening skills. (CO3/PO10)
27. What are the types of listening? Write in short. (CO3/PO10)
28. Explain table manners.(CO3/PO10)

#### **UNIT-IV**

- 1.Define soft skill and why it's important in professional life? (CO4/PO10)
- 2.Write down the type of soft skills. (CO4/PO10)
- 3.What is lateral thinking? (CO4/PO10)
- 4.Write down the role of leadership skills. (CO4/PO10)
- 5.Write five qualities of good leader? (CO4/PO10)
- 6.Define emotional intelligence. (CO4/PO10)
- 7.Daniel Goleman has developed a framework of five elements that defines emotional intelligence what are they? (CO4/PO10)
- 8.Write down the characteristics of Emotional Intelligence. (CO4/PO10)
- 9.Write a short note of building a positive attitude. (CO4/PO10)

10.State the tips to develop time management skills.(CO4/PO10).

11.Explain the benefits of net working skills.(CO4/PO10).

12.State the strategies to manage stress.(CO4/PO10)

13.State the benefits of note taking and note making skills .(CO4/PO10)

**PART – C: (Long Answer Questions)**

**15x4=60 Marks**

SL NO	UNIT-1			
1	A	Explain the role of English in enhancing employability and entrepreneurial skills?	8 marks	(CO1/PO10)
	B	Explain the role of English for communication in the 21 <sup>st</sup> century?	7 marks	(CO1/PO10)
2	A	Explain the nature and scope of communication?	8 marks	<b>[CO] [PO]</b>
	B	State the different objectives of communication. (CO1/PO10)	7 marks	(CO1/PO10)
3	A	Describe the different factors that influence communication.	8 marks	(CO1/PO10)
	B	Justify how communication is driven by an awareness of purpose and audience	7 marks	(CO1/PO10)
4	A	Explain the different types of communication with examples	8 marks	(CO1/PO10)
	B	Differentiate between General and Professional communication	7 marks	(CO1/PO10)
5	A	Write the differences between Formal and Informal Communication with examples	8 marks	(CO1/PO10)
	B	Explain Verbal and Non-verbal communication with examples	7 marks	(CO1/PO10)
6	A	State the difference between Intrapersonal and Interpersonal communication	8 marks	(CO1/PO10)
	B	State the difference between written and spoken communication	7 marks	(CO1/PO10)
7	A	What is encoding and decoding in the process of communication	8 marks	(CO1/PO10)
	B	Justify written communication is context independent whereas spoken communication is context dependent	7 marks	(CO1/PO10)
8	A	State the different purposes of professional communication	8 marks	(CO1/PO10)
	B	What are the different filters and barriers in the process of Communication	7 marks	(CO1/PO10)
9	A	What is LSRW Skills? How it is useful in communicative process	8 marks	(CO1/PO10)

	B	Write short notes on a. Context b. Channel	7 marks	(CO1/PO10)
SL NO	<b>UNIT-II</b>			
1	A	Change the sentences from active to passive voice:  a. We are going to watch a movie tonight.  b.Mom read the novel in one day. c.I will clean the house every Saturday. d.He faxed her application for a new job.  e.The choir really enjoys that piece	10 marks	CO2/PO10
	B	Change the sentences from passive to active voice a. Money was generously donated to the homeless shelter by Ambani. b. My sales ad was not responded to by anyone. c. The comet was viewed by the science class. d. The video was posted on facebook by Alex.  e.Instructions will be given to you by the director	5 marks	CO2/PO10
2	A	Write the antonym of the given words below a. Accept b. Gentle c. Meagre d. paltry e. timid	10 marks	CO2/PO10
	B	. write the synonym of the given words a. Doubt b.Clean c.Untied d.Pessimistic e.Approve	5 marks	CO2/PO10
3	A	Find one word substitutes for the following a. one who is unmarried. b. One who does not make mistakes. c. One who believes in fate. d. A life history written by someone else. e. To write under a different name.	10 marks	CO2/PO10
	B	. Correct the following sentences a. The humanity is in danger. b. They are an engineer. c. Myself went to the office. d. I am quite sorry	5 marks	CO2/PO10

		e. Columbus invented India.		
	<b>UNIT-III</b>			
1	A	.. Explain the Seven C'S OF communication.	7 marks	(CO3/PO10)
	B	Briefly describe the Ten C'S of non-communication	8 marks	(CO3/PO10)
2	A	Explain the different directions of communication	8 marks	(CO3/PO10)
	B	Differentiate between downward and upward communication	7 marks	(CO3/PO10)
3	A	What are the communication challenges in today's workplace	8 marks	(CO3/PO10)
	B	Discuss the role of ICT in the corporate world	7 marks	(CO3/PO10)
4	A	Write the difference between internet and intranet?	8 marks	(CO3/PO10)
	B	Explain the role of internet in day to day life	7 marks	(CO3/PO10)
5	A	State the different uses of Power Point Presentation	8 marks	(CO3/PO10)
	B	What are the different uses of Tele- Conferencing	7 marks	(CO3/PO10)
6	A	Discuss the different roles of Video- Conferencing	7 marks	(CO3/PO10)
	B	Differentiate between Teleconferencing and videoconferencing	8 marks	(CO3/PO10)
7	A	Explain the importance and types of business/corporate etiquettes	8 marks	(CO3/PO10)
	B	Give some essential tips that employees must follow to improve their corporate etiquettes skills	7 marks	(CO3/PO10)
8	A	What is listening and write its types	7 marks	(CO3/PO10)
	B	What are the different barriers to effective listening. Explain	8 marks	(CO3/PO10)
9	A	What are the different techniques to effective listening	8 marks	(CO3/PO10)
	B	What is Etiquettes?Explain the different types of etiquettes	7 marks	(CO3/PO10)
10	A	Explain the impact of etiquettes in today's life.	7 marks	(CO3/PO10)
	B	State the difference between social and business etiquettes	8 marks	(CO3/PO10)
11	A	Good business etiquettes is the recipe for advancing your career. Explain	7 marks	(CO3/PO10)
	B	What are the different table etiquettes that one should follow while eating	8 marks	(CO3/PO10)
12	A	How far is it to view the manners and attitudes of people from other cultures in terms of our own cultures? Why do we do so?	8 marks	(CO3/PO10)
	B	Like individuals, companies too have business etiquettes rules.Give examples of some of these.	7 marks	(CO3/PO10)
<b>UNIT-IV</b>				

1	A	What are the importances of soft skills in personal and professional life?	10 marks	(CO4/PO10)
	B	What are the different types of soft skills	5 marks	(CO4/PO10)
2	A	Explain the importance of developing a positive attitude	7 marks	(CO4/PO10)
	B	What is lateral Thinking? Explain De Bono's six thinking Hats	8 marks	(CO4/PO10)
3	A	. Explain the techniques that are used in Lateral thinking.	8 marks	(CO4/PO10)
	B	What is Teamsmanship? Explain the different qualities of team player	7 marks	(CO4/PO10)
4	A	Write five roles of a team player	10 marks	(CO4/PO10)
	B	What are the different stages in team formation?	5 marks	(CO4/PO10)
5	A	. What is Emotional Intelligence? Write its characteristics	10 marks	(CO4/PO10)
	B	Explain how to improve your emotional intelligence	5 marks	(CO4/PO10)
6	A	What is leadership skill? Explain its role	7 marks	(CO4/PO10)
	B	Leaders are born not created . Justify	8 marks	(CO4/PO10)
7	A	State the key strategies to manage time.	8 marks	(CO4/PO10)
	B	. Define lateral thinking and some useful of lateral thinking techniques	7 marks	(CO4/PO10)
8	A	Write down how one should improve one's own emotional intelligence	8 marks	(CO4/PO10)
	B	Write five qualities of a good leader	7 marks	(CO4/PO10)

9.A. Write short notes on-

i. Time management

ii. Stress Management

B. i. Mobile Etiquette

ii. Proper handshake