



INSTITUTE OF AERONAUTICAL ENGINEERING (Autonomous)

Dundigal, Hyderabad - 500 043

COMPUTER SCIENCE AND INFORMATION TECHNOLOGY ENGINEERING

QUESTION BANK

Course Title	SOFT SKILLS AND INTERPERSONAL COMMUNICATION SKILLS				
Course Code	AHSC15				
Program	B.Tech				
Semester	IV				
Course Type	Open Elective				
Regulation	IARE - UG-20				
Course Structure	Theory			Practical	
	Lecture	Tutorials	Credits	Laboratory	Credits
	3	0	3	-	-
Course Coordinator	Dr.Srijani Chowdhury, Assistant Professor				

COURSE OBJECTIVES:

The students will try to learn:

I	Communication skills effectively in both spoken and written languages.
II	All-round personalities with a matured outlook to function effectively in different formal and informal situations. .
III	Self-confidence by mastering inter-personal skills, team management skills, and leadership skills. .
IV	Effective presentation skills which give an edge while interacting with people at all levels..

COURSE OUTCOMES:

After successful completion of the course, students should be able to:

CO 1	Understand soft skills in the development of personality and use them in their daily life.	Understand
CO 2	Relate how to listen actively and respond productively to others.	Understand
CO 3	Classify the correct usage of English grammar in writing and speaking	Understand
CO 4	Demonstrate the significance of verbal and non-verbal communication in academic and non-academic platforms...	Understand

CO 5	Explain some of the strategies and challenges for effective speaking skills and make use of pre-reading skills to understand the content of advanced level text books.	Understand
CO 6	Develop various written communication strategies of cover letter writing, resume writing, E-mail writing and report writing.	Understand

QUESTION BANK:

Q.No	QUESTION	Taxonomy	How does this subsume the level	CO's
MODULE I				
SOFT SKILLS AND INTERPERSONAL COMMUNICATION				
PART A- PROBLEM SOLVING AND CRITICAL THINKING QUESTIONS				
1	Soft skills can help someone come out of difficult situations and ensure reassurance along with reliability. Think critically and answer.	Understand	A learner to understand and think critically about how one can be assured of soft skills and its benefit in difficult situations explain how important it is to focus on hard skills as well as soft skills.	CO 1
2	Will not hard skills suffice the requirement needed in a corporate setup without soft skills? Support your evidence.	Understand	A learner to understand how important it is to focus on hard skills as well as explain the differences between them.	CO 1
3	Do you think soft skills are communication skills? If so, give your reasons. If not, explain why.	Understand	The learner will try to recall soft skills and hard skills and then derive the ideal skills recognition. Understand it in determining specific ways of communication happens learner understands how communication skills are part of soft skills.	CO 1

4	Soft skills ensure better employability. It bridges the gap between academia and industry. One of the key aspects of soft skills is effective communication. Why? Do you agree/disagree with this statement?	Understand	The learner will try to recall the concept of employability and then explain how the gap is bridged.	CO 1
5	How does team work benefit an individual? How do communication skills fit in? Elaborate based on your opinion.	Understand	A learner to understand the sense of professional skills and its relation to soft skills.	CO 2
6	What is role of emotional intelligence in present scenario? And why does it matter a lot? Explain with evidence.	Understand	A learner to understand the importance of human values in the present times and its significance.	CO 3
7	‘Creativity’ is crucially important in career development. What are your thoughts regarding this statement?	Understand	A learner to understand the role of ‘creativity’ in career development.	CO 6
8	How do leadership skills help in problem solving? How do communication skills fit in?	Understand	The learner will try to recall the importance of leadership skills and then explains the concept and functions of team members in team management	CO 2
9	Enumerate the ways to improve good bond with your colleagues based on personal opinion and evidence.	Understand	A learner remembers interpersonal skills and understands its characteristics.	CO 1
10	“We never get a second chance to make the first impression.” Do you agree or disagree? And why? Support this statement with an example.	0 Understand	The learner will try to recall the concept of the value of opportunities and understands how they need to utilize best.	CO 4
PART-B LONG ANSWER QUESTIONS				

1	Explain the term 'communication' and write about the elements of communication in detail.	Understand	Learner to recall the process of the communication and then, he/she is able to explain the essential elements of it.	CO1
2	What is meant by communication process and explain the importance of encoding and decoding.	Understand	Learner to recall the process of the communication and then, he/she is able to explain the essential elements of encoding and decoding.	CO1
3	Define hard skills and soft skills and mention the significance of soft skills for the engineering students.	Understand	Learner to recalls the hard skill and soft skill and then he/she is able to explain the importance of those skills.	CO1
4	Mention the importance of English to gain the employment opportunities by the students of engineering.	Understand	Learner to recall importance of English language at present time and then he/she will be able to understand how this language helps to get the employment.	CO2
5	How does an educated family background affects an individual's mind and personality, elaborate with example.	Understand	A learner remembers the essence of education and understands how it is important to maintain them in the workplace and family.	CO3
6	What role do socio economic conditions play in individual's life for achieving success?	Understand	A learner remembers key factors responsible for success.	CO3
7	Elucidate the importance of problem solving and decision making in realistic situations. Write at least two examples in detail.	Understand	A learner remembers problem- solving method and understands how problem-solving can produce results in interpersonal communication.	CO6

8	Highlight in detail the characteristics of optimistic, calm, confident, and charismatic people in productive interpersonal communication.	Understand	Learner to recall the communication process and then,he/she understands importance ofthe medium.	CO5
9	What are the challenges and obstacles one faces in problem solving in multilingual country like India?	Understand	A learner remembers problem- solving method and understands how problem-solving can produce results in interpersonal communication.	CO4
10	What strategies and tools can be used in decision making?	Understand	A learner remembers decision making method and understands how decision making can produce results in interpersonal communication.	CO1
11	What according to you are the major conflicts that you face in our society?	Understand	A learner remembers problem- solving method and understands how problem-solving can produce results in interpersonal communication.	CO3
12	What are four basics skills of language? Explain in your own words?	Understand	Learner to recall the communication process and then,he/she is able to explain the essential roles of sender and receiver.	CO1
13	How does a learner become a multitasker? What are the tools one can use to do multitasking?	Understand	Learner to remember process multitasking then, he/she is able to understand the different ways of multitasking.	CO4
14	How much relevance does your syllabus offer in relation to the day to day requirments of your life?	Understand	A learner to understand and remember the importance of curriculum for a successful career.	CO4

15	What role the syllabus and institution play for an individual in all round development?	Understand	A learner to understand and remember the importance of curriculum for a successful career.	CO4
16	“Soft Skills enable students to tackle any adverse situation” do you agree with the statement? If yes explain with reason, if No explain with reason?	Understand	A learner to understand the concept of soft skills and explain its practical importance for a better career.	CO1
17	Do you think a motivated and satisfied individual is able to boost the image of the company?	Understand	Learner, will understand the concept of motivation and its importance for a better career.	CO3
18	What according to you is positivity and how does it benefit an individuals state of being?	Understand	Learner, will understand the concept of positivity and its importance for a better career.	CO1
19	Why is it essential to set goals in life and what strategies that one needs to follow to achieve them?	Understand	A learner to understand the importance of goal setting.	CO2
20	What are the four major goals of self discovery?	Understand	A Learner to understand the role of soft skills and human values.	CO2
PART-C SHORT ANSWER QUESTIONS				
1	Define the term ‘Soft Skills’?	Understand	—	CO 1
2	State your reasons for the need for Soft skills..	Understand	—	CO 1
3	What are hard skills? How do they differ from soft skills?	Understand	—	CO 1
4	Which do you think are important? Soft skills or hard skills?	Understand	—	CO 1
5	What is goal setting? Why is it important?	Understand	—	CO 2
6	Explain briefly about LSRWskills.	Understand	—	CO 1
7	Write about the significance of English language for Engineering students.	Understand	—	CO 1

8	Explain briefly positivity.	Understand	—	CO 2
9	Why is it necessary to be a master in English language at present times?	Understand	—	CO 1
10	What are some strategies to master soft skills?	Understand	—	CO 1
11	How a motivated employ contribute maximum towards the goals of the company?	Understand	—	CO 2
12	What are the social benefits of positivity?	Understand	—	CO 2
13	How keeping you accountable will help you in achieving your goal?	Understand	—	CO 2
14	Relate soft skills to performance skills and explain.	Understand	—	CO 2
15	Do you think knowing the self leads you to self discovery?	Understand	—	CO 2
16	Can you write the four ways of self discovery?	Understand	—	CO 2
17	Write few lines about time and stress management.	Understand	—	CO 3
18	What are qualities of a good communicator?	Understand	—	CO 1
19	How does an individual achieve positive attitude in life?	Understand	—	CO 3
20	One of the key aspects of soft skills is effective communication. Why?	Understand	—	CO 1
MODULE II				
EFFECTIVENESS OF SOFT SKILLS				
PART-A CRITICAL THINKING AND PROBLEM SOLVING QUESTIONS				

1	Interpersonal communication can influence the psychological health of individuals with examples. Who would be affected by this? Give your reasoning with an example.	Understand	The learner will try to recall working of interpersonal skills and then explain various components which influence psychological health of people	CO 6
2	What do you mean by 'assumption' in the communication process? Explain with a real- life example. What does this teach us about our own lives?	Understand	Learner to recall the process of communication and then, he/she is able to guess different lexical and syntactical tools according to the context	CO 1
3	Explain with examples the self-fulfillment and happiness of productive interpersonal communication skills. When will we able to tell if it worked?	Understand	The learner will try to recall and then explain its characteristics	CO 6
4	Highlight the importance of accomplishing the purpose and goals of the customers in interpersonal communication with substantial reasons.	Understand	The learner will try to recall the concept of goal setting and then explain the concept of goals of the customer.	CO 2
5	Imagine a situation in which you request your father to buy smart phone for you. But your father does not like to provide it as it kills your valuable time. So, convince him by narrating its benefits. Write a role-play based on the situation. How would your perspective be different if you were on the opposing side?	Understand	Learner to recall the essential elements of the narrative techniques and then, he/she is able to understand to make the communication efficiently.	CO 4

6	Explain in detail about the techniques of reading and mention your preference and give reasons in support of it.	Understand	Learner to recall the different reading techniques and then, he/she is able to understand the written language meaningfully.	CO 5
7	Describe elaborately a poor delivery in recent times of a presenter that had impaired your listening ability. How would you solve this problem?	Understand	Learner to recall the listening process and then, he/she understands which model of listening is better.	CO 2
8	Write a report on a cultural event that included students' participation in your college. What are the steps to solve this?	Understand	Learner to recall the format of formal and informal reports and understands that they are the two most common types of business reports. Then, he/she will be in the position to expand the event without confusion.	CO 6
9	Draft an email to the customer complaining about the delay in delivering the goods ordered. When will we be able to tell if it worked?	Understand	Learner to recall various formats of email writing then, he/she is able to understand how to maintain the narration into a logical order using simple sentences to avoid the confusions.	CO 6
10	Illustrate briefly about the techniques for paragraph development. How could it have ended differently?	Understand	Learner to recall the written language techniques and then, he/she is able to develop a paragraph listening.	CO 6
PART-B LONG ANSWER QUESTIONS				
1	Explain the term communication and write about the elements of communication in detail.	Understand	Learner to recall the process of the communication and then, he/she is able to explain the essential elements of it.	CO1

2		Understand	Learner to recall the process of the communication and then, he/she is able to explain the essential elements of encoding and decoding.	CO1
3	Write a note on the active reading, detailed reading, and speed-reading techniques used in different situations.	Understand	Learner to recall the different reading techniques and then, he/she is able to understand the written language effectively.	CO5
4	Define preview and write the various aspects of previews to use it for an effective reading.	Understand	Learner to recall importance of reading skill and then, he/she is able to understand to write preview logically.	CO5
5	Mention different stages of listening and explain in detail what is an effective listening.	Understand	Learner to recall the listening process and then, he/she is able to understand difference between listening and effective listening.	CO2
6	Define the term 'barrier' in listening skills and explain different barriers that obstruct the process of listening.	Understand	Learner will recollect the basic definition of the barrier then he will be able to explain various barriers in the process of listening	CO2
7	Define the term 'Listening' and explain the steps to follow for the effectiveness of listening in your own words	Understand	Learner to recall the listening process and then, he/she is able to understand difference between listening and effective listening.	CO2
8	Explain in detail various aspects of practicing and presenting parts of an oral presentation.	Understand	Learner to recall the prime elements of oral presentation and then, he/she is able to understand to arrange them into a proper meaningful in order to make presentation effectively.	CO5

9	Do you think one must need speaking skills in professional life? Explain	Understand	Learner to recall the prime elements of oral presentation and then, he/she is able to understand to arrange them into a proper meaningful order to make presentation effectively.	CO5
10	What is a public speaking? Explain in detail about addressing a large formal gathering?	Understand	Learner to recall the prime elements of public speaking process and then, he/she is able to understand to make the presentation effectively.	CO5
11	Interpret about verbal communication and its significance in detail.	Understand	Learner to recall the essential elements of the verbal communication process and then, he/she is able to understand to make the communication efficiently.	CO4
12	Mention the difference between skimming and scanning.	Understand	Learner to recall the different reading techniques and then, he/she is able to understand the written language effectively.	CO4
13	Explain how the habit of reading changes the human life significantly.	Understand	Learner to recall importance of reading skill and then, he/she is able to use it effectively in day-to-day life.	CO5
14	Explain the application of the following techniques: a) Detailed reading b) Speed-reading	Understand	Learner to recall importance of reading skill and then, he/she is able to use it effectively in day-to-day life.	CO5

15	Prepare a conversation between you and the principal of your college asking him permission to participate in sports at a state level competition and also you may not be able to attend the classes for one week. For that reason, you have to convince him to provide attendance for one week.	Understand	Learner to recall the communication process and then, he/she is able to develop a dialogue between two people focusing the parameters of introduction, content and conclusion.	CO1
16	Define the term 'fear' and explain various ways to overcome it in order to establish successful communication.	Understand	Learner to recall process of communication and then, he/she is able to develop a dialogue maintaining with the methods of communication.	CO3
17	Write a note on the lack of reading skills among students and explain the reasons behind it.	Understand	Learner to recall importance of reading skill and then, he/she is able to use it effectively in day-to-day life.	CO5
18	Define comprehension and explain the various methods to establish effective listening comprehension.	Understand	Learner to recall the process of communication and then, he/she understands different methods which are applicable to make the conversation effectively.	CO2
19	Define the significance of active listening in your own words.	Understand	Learner to recall the process of communication and then, he/she understands the significance of active listening method that plays a crucial role to accelerate comprehension levels.	CO4

20	What is the importance of learning sounds of English? Write all the Monophthongs with two examples each.	Understand	Learner to recall the phonemic symbols and then, he/she understands how to pronounce those sounds as per the norms of I PA.	CO1
PART-C SHORT ANSWER QUESTIONS				
1	Define the word 'Communication'.	Understand	—	CO 1
2	List the important elements of communication process.	Understand	—	CO 1
3	Comment in your own words about 'sender' and 'receiver'.	Understand	—	CO 4
4	Write a few lines about 'feedback'.	Understand	—	CO 1
5	What is the difference between 'hard skills' and 'soft skills'?	Understand	—	CO 1
6	Explain briefly about LSRW skills.	Understand	—	CO 1
7	Write about the significance of language learning effectively for career development of Engineering students.	Understand	—	CO 1
8	Explain briefly about the communication process.	Understand	—	CO 1
9	Why is it necessary to be a master in English language at present times?	Understand	—	CO 1
10	Explain the terms 'encode' and 'decode'.	Understand	—	CO 1
11	What is the significance of listening skill?	Understand	—	CO 2
12	How to avoid common mistakes in writing?	Understand	—	CO 6
13	List the conditions to keep it in mind while writing introduction.	Understand	—	CO 6

14	Write few lines about logical listeners.	Understand	—	CO 2
15	Define email writing?	Understand	—	CO 6
16	What is inferential comprehension reading?	Understand	—	CO 5
17	Define intensive reading.	Understand	—	CO 2
18	Mention the ways to strengthen your speech.	Understand		CO 6
19	Explain the power of laughter at the time of delivering oral presentation.	Understand	—	CO 4
20	Discuss the significance of speaking.	Understand	—	CO 5
MODULE III				
ORAL AND AURAL COMMUNICATION				
PART A-CRITICAL THINKING AND PROBLEM SOLVING QUESTIONS				
1	Explain the importance of learning the sounds of English language for fluent and confident communication. Why is the lack of the aforementioned a problem?	Understand	Learner to recall the significance of importance of learning the sounds of English and then, he/she is able to understand fluent and confident communication in English language.	CO 2
2	Mispronunciation of English words may lead to miscommunication and misconception. Elaborate with the help of an example.	Understand	Learner to recall the significance of correct pronunciation and then, he/she is able to understand miscommunication and misconception	CO 2
3	Throw light on word stress which is pivotal for proper differentiation of sounds. What will happen if these are not taken into consideration?	Understand	Learner to recall the importance of word stress and then, he/she is able to understand proper differentiation of sounds	CO 2

4	Recall the importance of word stress and then understand proper differentiation of sounds	Understand	Learner to recall the significance of contractual questions and then, he/she is able to understand the use of contractual questions in positive and negative situations.	CO 1
5	Explain the importance of listening with special reference to the academic excellence of Engineering students. How can these two be used interrelatedly?	Understand	Learner to recall the importance of listening and then, he/she is able to understand the need of effective listening for the academic excellence of Engineering students	CO 2
6	Describe the importance of Note taking skills which would enrich the students to recall, retain and reproduce during the times of examinations	Understand	Learner to recall the importance of note taking skills and then, he/she is able to understand to use them to recall, retain and reproduce in different contexts.	CO 4
7	Some of the consonants are different in terms of spelling and pronunciation. Explain with the help of atleast 5 examples.	Understand	Learner to recall the importance of consonant sounds and then, he/she is able to understand how to use them with correct spelling and pronunciation.	CO 3
8	English sounds such as V and W, G and Z, T and Th are mispronounced by Indian users. Explain with examples. Why is this a problem? What are the steps required to fix this?	Understand	Learner to recall the significance of different consonant sounds and then, he/she is able to use them according to the contexts.	CO 3
9	What is Mother tongue influence? Throw light on a few examples from your mother tongue that influences the spoken communication. Use real life examples.	Understand	Learner to recall the importance of mother tongue influence on spoken communication and then, he/she is able to understand how to use spoken communication without the influence of mother tongue.	CO 3

10	Connected speech leads to the usage of contractual forms which is acceptable in day to day communication. Explain with examples.	Understand	Learner to recall significance of contractual forms in connected speech and then, he/she is able to understand to use them in different contexts.	CO 3
PART-B LONG ANSWER QUESTIONS				
1	How is a vowel sound produced? Explain with the help of 5 vowel sounds from the phonemic chart.	Understand	Learner to recall the significance of vowel sounds and then, he/she is able to understand the pronunciation different vowel sounds.	CO 3
2	Describe the production of consonant sound with atleast 5 consonant sounds from the phonemic chart.	Understand	Learner to recall the significance of consonant sounds and then, he/she is able to understand different consonant sounds used in different contexts.	CO 3
3	Mention 5 Monophthongs and 5 Diphthongs that you have studied with examples.	Understand	Learner to recall the significance of Monophthongs and Diphthongs and then, he/she is able to understand different vowel sounds.	CO 3
4	Define plosives and explain the production of plosive sounds with atleast 3 examples.	Understand	Learner to recall the plosives and then, he/she is able to understand the production of different plosive sounds.	CO 3
5	What are fricatives? Describe the production of fricative sounds with atleast 3 examples.	Understand	Learner to recall the significance of fricatives and then, he/she is able to understand the production of fricative sounds.	CO 3
6	Throw light on Nasal sounds and their production. Explain with the help of 2 examples for each sound.	Understand	Learner to recall the significance of nasal sounds and their production. and then, he/she is able to understand the use of nasal sounds in appropriate contexts.	CO 3

7	Mention atleast 5 mispronounced words and their correct pronunciation with brief explanation for each sound.	Understand	Learner to recall the importance of correct pronunciation and then, he/she is able to understand how to use right pronunciation in various situations.	CO 3
8	Word stress plays key role in the spoken communication. Provide atleast 7 words that are wrongly stressed and showcase the right stress of these words.	Understand	Learner to recall the significance of word stress in spoken communication and then, he/she is able to understand the correct stress on the correct syllable.	CO 3
9	Describe 3 rules of stress that you have studied with an example each.	Understand	Learner to recall the significance of rules of stress and then, he/she is able to understand contextual stress with examples.	CO 3
10	What are contractual forms? Why should one understand the usage of contractual forms in connected speech. Explain.	Understand	Learner to recall the significance of one-word substitutes and then, he/she is able to understand to use them in different contexts.	CO 3
11	Listening is different from hearing. Explain the process of listening by contrasting it with hearing with a real time classroom example.	Understand	Learner to recall the significance of listening and hearing and then, he/she is able to understand the process of listening.	CO 2
12	What are the 5 effective listening steps that you have studied in your course? Mention them with an example each.	Understand	Learner to recall the steps of effective listening and then, he/she is able to understand the importance of listening.	CO 1
13	Note taking is one of the significant skills that Engineering students lack in this information technology driven world. Describe.	Understand	Learner to recall the importance of note taking and then, he/she is able to understand how to use note taking skills for productive academic career.	CO 6

14	What is the importance of question tags in spoken communication? Mention atleast 5 examples highlighting 5 different situations.	Understand	Learner to recall types of question tags in spoken communication and then, he/she is able to understand to use them in different contexts.	CO 3
15	How can one make use of the Dictionary while listening to lectures and note taking? Explain with realtime examples.	Understand	Learner to recall the importance of use of dictionary while listening to lectures and then, he/she is able to understand to use it in different contexts.	CO 2
16	Dictionary is a ready reckoner for various research purposes such as correct pronunciation, meanings, examples and spellings. Explain.	Understand	Learner to recall the importance of use of dictionary and then, he/she is able to understand to use of dictionary in different contexts	CO 3
17	Mention atleast five nouns and five verbs which are the same but the stress differs in their usage. Give an example for each.	Understand	Learner to recall different types of nouns and verbs stressed differently and then, he/she is able to understand to use them in different contexts.	CO 3
18	What is Group discussion? How is it useful for the students of Engineering in job interviews? Describe.	Understand	Learner to recall the importance of group discussion and then, he/she is able to understand the practice of group discussion to secure relevant employment.	CO 5
19	What are the do's and don'ts of an ideal group discussion. How can one develop the skills of group discussion? Explain	Understand	Learner to recall the do's and don'ts of group discussion and then, he/she is able to understand the need to develop the skills of group discussion.	CO 4

20	Knowledge of a particular language is knowing and using the sounds of that language. Justify your answer.	Understand	Learner to recall different sounds of English and then, he/she is able to understand to use them in different contexts.	CO 5
PART-C SHORT ANSWER QUESTIONS				
1	What is Labial?	Understand	—	CO 3
2	What is Glottal?	Understand	—	CO 3
3	Define Alveolar.	Understand	—	CO 3
4	What is fricative?	Understand	—	CO 3
5	What is affricate?	Understand	—	CO 3
6	Define Phonetics	Understand	—	CO 3
7	Why should one learn phonetics?	Understand	—	CO 3
8	Define a vowel.	Understand	—	CO 3
9	Define a consonant.	Understand	—	CO 3
10	Define word stress.	Understand	—	CO 3
11	What are contractual questions?	Understand	—	CO 3
12	What is note taking?	Understand	—	CO 6
13	Mention one example for a word which can be used as a noun and a verb.	Understand	—	CO 3
14	Which syllable is stressed in the case of nouns?	Understand	—	CO 3
15	Which syllable is stressed in the case of verbs?	Understand	—	CO 3
16	Which syllable is stressed in the case of adjectives?	Understand	—	CO 3
17	In connected speech how is the word "going to" used?	Understand	—	CO 3
18	In connected speech how is the word "want to" used?	Understand	—	CO 3
19	What is listening?	Understand	—	CO 2
20	Define the term group discussion.	Understand	—	CO 4
MODULE IV				
VERBAL AND NON VERBAL COMMUNICATION				
PART A- CRITICAL THINKING AND PROBLEM SOLVING QUESTIONS				

1	Differentiate between verbal and non-verbal communication. How do they affect each other? Explain the importance of each in other's presence and absence.	Understand	The learner will try to recall the function of verbal and non-verbal communication and then explain the differences between them	CO 4
2	Classify non-verbal skills and explain the various skills that are important. Why are these skills necessary?	Understand	The learner will try to recall the definition of non-verbal skill and then explain the classification of non-verbal skills and identify the non-verbal skills that are important	CO 4
3	Write down advantages of non-verbal skills. What could be the reasons for their advantages?	Understand	The learner will try to recall the working of non-verbal skills and then explain its advantages	CO 4
4	Describe how verbal skills can be used for the development of communication. Construct a relationship between both.	Understand	The learner will try to recall the concept of communication and then explain how verbal skills are used for the development of communication	CO 4
5	List out the various verbal and non-verbal skills. Where would you most often find this as a problem?	Understand	The learner will try to recall the definition of verbal and non-verbal skills and the understand various skills contributing to the development of these skills	CO4
6	Explain the various non-verbal skills. When are they used? Why do you think so?	Understand	The learner will try to recall the concept of communication and then explain the various non-verbal skills	CO4
7	Write down advantages of verbal skills. Why do these matter? How do they contribute to students?	Understand	The learner will try to recall the working of verbal skills and then explain its advantages.	CO 4

8	Elucidate the various verbal skills. Who are affected by these?	Understand	The learner will try to recall the concept of communication and then explain the various verbal skills	CO 4
9	Point out the extraordinary contribution of the verbal and non-verbal skills to communication development. What is another way to look at this contribution?	Understand	The learner will try to recall the concept of communication and then explain the significance of the various verbal skills	CO 4
10	How many verbal skills are there and which are they? Enumerate and explain their relationship with each other.	Understand	The learner will try to recall the concept of communication, the number of verbal skills and then explain them	CO 4
PART-B LONG ANSWER QUESTIONS				
1	Illustrate stress in detail.	Understand	The learner will have to recall the concept of stress and illustrate it at length	. CO 1
2	Elaborate upon the stress management mechanism.	Understand	The learner will have to recall the concept of stress management and illustrate its mechanism comprehensively.	CO1
3	Write down the proximity in conversation.	Understand	The learner will have to recall the concept of proximity in conversation and illustrate it in great detail.	CO1
4	Explain the way of measuring the stress	Understand	The learner will have to recall the concept of measurement of stress and demonstrate it.	CO1
5	List out the impacts of stress.	Understand	The learner will have to recall the concept of stress, its impacts and illustrate them.	CO1
6	Narrate the benefits of team work.	Understand	The learner will have to recall the concept of team work and record its benefits.	CO1

7	Define critical thinking and discuss its role in the development of scholarship.	Understand	The learner will have to recall the notion of critical thinking and exemplify it at length.	CO2
8	Record the advantages of critical thinking.	Understand	The learner will have to recall the notion of critical thinking and show its advantages.	CO2
9	Discuss the idea of group discussion extensively.	Understand	The learner will have to recall the notion of group discussion and illustrate it.	CO4
10	Explain the notion of gestures in communication.	Understand	The learner will have to recall the idea of gestures in communication and demonstrate it.	CO 4
11	Define posture and note its types broadly.	Understand	The learner will have to recall the idea of posture and discuss it and its types.	CO4
12	Narrate the practices of postures.	Understand	The learner will have to recall the concept of posture and discuss it and its practices.	CO 4
13	Take down the benefits of gestures in communication.	Understand	The learner will have to recall the idea of gesture and discuss it and its benefits.	CO 4
14	Discuss various types of interpersonal communication	Understand	The learner will have to recall the notion of interpersonal communication and discuss it and its types.	CO 4
15	Elaborate on the importance of facial expressions	Understand	The learner will have to recall the notion of facial expressions and discuss it extensively.	CO 4
16	Write down the significant role of eye contact.	Understand	The learner will have to recall the idea of eye contact and discuss it widely.	CO 4

17	Define and discuss grapevine communication.	Understand	The learner will have to recall the notion of grapevine communication and talk about it broadly.	CO 1
18	Narrate the role of body language.	Understand	The learner will have to recall the view of body language and talk about it approximately.	CO 4
19	Explain the Verbal and Non-verbal etiquettes.	Understand	The learner will have to recall the view of the Verbal and Non-verbal etiquettes and explain them comprehensively.	CO 4
20	Describe in detail the ways of developing the body language.	Understand	The learner will have to recall the view of the body language and explain them expansively.	CO 4
PART-C SHORT ANSWER QUESTIONS				
1	What is interpersonal communication?	Understand	The learner will recall the definition of interpersonal communication.	CO 1
2	Define non-verbal communication.	Understand	The learner will recall the definition of non-verbal communication.	CO 4
3	Mention the advantages of stress management.	Understand	The learner will recall the definition and advantages of stress management.	CO 1
4	Write a short note on body language.	Understand	The learner will recall the definition and concept of body language.	CO 4
5	Explain facial expression.	Understand	The learner will recall the definition and concept of facial expression.	CO 4
6	What are non-verbal skills?	Understand	The learner will recall the definition of non-verbal skills.	CO 4
7	Define posture.	Understand	The learner will recall the definition of posture.	CO 4
8	Mention conversational skills.	Understand	The learner will recall the concept of conversational skills	CO 5
9	Write a short note on the impact of stress.	Understand	The learner will recall the definition and concept of the impact of stress.	CO 1

10	Write a short note on the impact of stress.	Understand	The learner will recall the definition and concept of the impact of stress.	CO 1
11	What is proximity in communication?	Understand	The learner will recall the definition of proximity in communication.	CO 4
12	Define grapevine.	Understand	The learner will recall the definition of grapevine.	CO 1
13	what does closed body posture talk about an individuals personality	Understand	The learner will recall the Definition and idea of postures.	CO 4
14	Write a short note on critical thinking.	Understand	The learner will recall the notion of critical thinking.	CO 1
15	Explain Measurement and Management of Stress.	Understand	The learner will recall the idea of Measurement and Management of Stress.	CO 1
16	What is Teamwork?	Understand	The learner will recall the definition of Teamwork.	CO 1
17	Define communication.	Understand	The learner will recall the definition of communication.	CO 2
18	Mention the advantages of effective communication.	Understand	The learner will recall the notion of interpersonal communication.	CO 1
19	Write a short note on verbal communication.	Understand	The learner will recall the definition of effective communication.	CO 4
20	Explain stress.	Understand	The learner will recall the definition and idea of stress.	CO 3
MODULE V				
WRITING SKILLS				
PART-A PROBLEM SOLVING AND CRITICAL THINKING QUESTIONS)				
1	What is the meaning of thesis focus? Explain in detail. Support your claim with an example.	Understand	The learner will have to explain the thesis focus in detail.	CO 6
2	What do you understand by organization? Differentiate between theoretical and practical knowledge of what you know about organizations.	Understand	The learner will have to explain organization.	CO 5

3	Support and Elaboration is an extension and development of the topic/subject/ thesis. Comment on this with your own opinion and provide an example.	Understand	The learner will have to discuss about support and elaboration.	CO 5
4	What are the grammatical conventions? When are they used and misused? What can be the steps to solve this problem?	Understand	The learner will have to explain the grammatical conventions.	CO 3
5	How significant is style in writing? What is meant by style? Explain in detail. Provide your example.	Understand	The learner will have to describe style in writing.	CO 6
6	How are principles of paragraphs organized in documents? Why is it important in real life adjustment of documents?	Understand	The learner will have to describe about principles of paragraphs and their organization in documents.	CO 6
7	How can one write a good introduction? Elaborate on the process and give examples.	Understand	The learner will have to list tips of how to write a good introduction.	CO 6
8	What is letter writing? Why is letter writing considered important even after the development and enhancement of technology? Do you consider this as a problem? Why and why not?	Understand	The learner will have to explain what is letter writing.	CO 6
9	What are the key characteristics of precision writing? List and explain. Give an example.	Understand	The learner will have to explain the key characteristics of precision writing.	CO 6

10	What is report writing? How many types of reports are there? What is the difference between said reports? Are they different from within other situations?	Understand	The learner will have to explain what is report writing.	CO 6
PART-B LONG ANSWER QUESTIONS				
1	What is precision writing?	Understand	The learner will have to explain precision writing.	CO 6
2	What are the different types of letters?	Understand	The learner will have to list the different types of letters.	CO 6
3	Give an example of each type of letter.	Understand	The learner will have to give an example of each type of letter.	CO 6
4	What are the characteristics of letter writing?	Understand	The learner will have to discuss the characteristics of letter writing.	CO 6
5	What are the characteristics of formal letters?	Understand	The learner will have to discuss the characteristics of formal letters	CO 6
6	What are the characteristics of informal letters?	Understand	The learner will have to discuss the characteristics of informal letters	CO 6
7	How can you write an effective email?	Understand	The learner will have to write tips on writing effective emails.	CO 6
8	What is the significance of the font consistency?	Understand	The learner will have to explain the significance of the font consistency.	CO 6
9	Why is grammar check important in email writing?	Understand	The learner will have to explain why grammar check is important in email writing.	CO 6
10	Opening lines are important in letters. Write one example each for different opening lines of letters.	Understand	The learner will have to write one example each for different opening lines of letters.	CO 6
11	Write some lines for “replying” in emails.	Understand	The learner will have to write some lines for “replying” in emails.	CO 6

12	List the 10 techniques of writing more precisely.	Understand	The learner will have to list the 10 techniques of writing more precisely.	CO 6
13	What is the difference between report writing and essay writing? Explain with examples.	Understand	The learner will have to differentiate between report writing and essay writing with the help of examples.	CO 6
14	What are the main characteristics of report writing?	Understand	The learner will have to write the main characteristics of report writing.	CO 6
15	How can you optimize the readability of your text? Write some tips.	Understand	The learner will have to write tips to optimize the readability of the text.	CO 6
16	“Use a stat or fact to convey importance.” Discuss.	Understand	The learner will have to discuss on the statement that facts should be used to convey importance.	CO 6
17	What type of language should be used in report writing?	Understand	The learner will have to explain what type of language from should be used in report writing.	CO 6
18	What is the structure of report writing?	Understand	The learner will have to explain and illustrate the structure of report writing.	CO 6
19	Who and what is a report for?	Understand	The learner will have to write who the main audience of report writing is and what its purpose is.	CO 6
20	How should you organize your content in report writings?	Understand	The learner will have to write how to organize the content in report writings.	CO 6
PART-C SHORT ANSWER QUESTIONS				
1	Which category does a social letter fall into? Formal or informal?	Understand	—	CO 6
2	Give an example of “Replace complex words with simple words.”	Understand	—	CO 3
3	What is the first part of the letter called?	Understand	—	CO 6

4	What is the last part of the letter called?	Understand	—	CO 6
5	Give an example of “Avoid noun strings.”	Understand	—	CO 3
6	Write a compelling subject line.	Understand	—	CO6
7	Name the different parts of a letter.	Understand	—	CO 6
8	What is redundancy?	Understand	—	CO 6
9	What is the benefit of scheduling your emails?	Understand	—	CO6
10	What do you think is the proper length for an email?	Understand	—	CO 6
11	Write at least three examples of apologizing in mails.	Understand	—	CO 6
12	Change this sentence into an active voice. “The lunch was provided by the school.”	Understand	—	CO 3
13	What does choosing terminology mean?	Understand	—	CO 6
14	Write an interesting introduction sentence to the topic “Games.”	Understand	—	CO6
15	Name at least three features of effective writing.	Understand	—	CO 6
16	Describe precis writing in one line.	Understand	—	CO6
17	Explain report writing in one line.	Understand	—	CO 6
18	Should your first sentence be long or short?	Understand	—	CO 6
19	How should you email when time zones are different?	Understand	—	CO 6
20	What is the criteria of assessing reports?	Understand	—	CO6

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