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**Avinashilingam Institute for Home Science and Higher Education for Women**

(Deemed to be University Estd. u/s 3 of UGC Act 1956, Category A by MHRD(now MoE)

Re-accredited with A ++ Grade by NAAC. CGPA 3.65/4, Category 1 by UGC

Coimbatore – 641043, Tamil Nadu, India.

**Bachelor of Engineering / Bachelor's Degree Examination – November 2025**  
**V /IV Semester**

**Class: III B.E. / 2023 Batch**  
**Branch / Major: All Branches / B.Com PA**

**Time: 3 Hours**  
**Max. Marks: 100**

**23BESS01 / 23BSBSS1 Soft Skills**

**Part A**

**25 x 1 = 25**

**Choose the Correct Answer**

1. Which of the following is NOT a factor influencing attitude formation?  
a. Experience                      b. Education                      c. Learning                      d. Observation
2. What does the "S" in SMART goals stand for?  
a. Simple                      b. Strong                      c. Specific                      d. Sustainable
3. Which leadership quality means being honest and having strong moral principles?  
a. Delegation                      b. Integrity                      c. Empathy                      d. Influence
4. What is the first step in managing stress effectively?  
a. Ignoring it    b. Identifying its source    c. Over thinking the problem    d. Avoiding responsibilities
5. Grapevine refers to  
a. official notices                      b. regulated channels  
c. casual, unofficial channels                      d. company policy documents
6. Which of these will make your resume stand out?  
a. Using only generic job titles                      b. Using keywords related to the job  
c. Writing in all caps                      d. Adding irrelevant experience
7. A friend is stressed before an exam, you should  
a. tell them it's not a big deal                      b. avoid them  
c. offer to revise together and calm them down                      d. tell them to stop whining
8. CC stands for  
a. clarity code                      b. crucial code                      c. cultural cult                      d. cultural code
9. What does the "STAR" method stand for in behavioral interviews?  
a. Situation, Tactic, Action, Result                      b. Situation, Task, Action, Result  
c. Scenario, Task, Agency, Result                      d. Situation, Task, Approach, Response
10. What does Direction without Passion imply?  
a. Dreams come true    b. Fool at work    c. Success takes far longer    d. Mediocre work
11. In the comparison between two women, what habit showed higher self-esteem?  
a. Ignoring family                      b. Watching TV alone  
c. Eating junk food                      d. Practicing gratitude and being present
12. Which of the following job sites is India-based?  
a. Indeed                      b. Naukri.com                      c. Monster                      d. Career Builder
13. Why is it important to maintain a high EmQ throughout your career?  
a. To avoid working with others                      b. Because people change jobs frequently  
c. To earn more money only                      d. To avoid interviews
14. What is the first step in setting goals?  
a. Creating a checklist                      b. Asking what results you want to see  
c. Writing an essay                      d. Reading motivational quotes
15. What is the full form of CV ?

16. Which of the following is a conflict resolution strategy?  
 a. Arguing until you win    b. Active listening    c. Denying the conflict    d. Taking revenge
17. How does small talk help in the workplace?  
 a. Creates conflict    b. Builds relationships and breaks the ice  
 c. Increases distractions    d. Reduces communication
18. Becoming a more confident communicator helps in  
 a. only personal life    b. only professional life  
 c. both personal and professional life    d. financial management
19. Which of the following describes a stretch goal?  
 a. Drinking water daily    b. Completing a triathlon  
 c. Writing a diary    d. Getting better grade
20. What are the 4 A's of stress management?  
 a. Accept, Avoid, Adapt, Alter    b. Avoid, Alter, Adapt, Accept  
 c. Acknowledge, Avoid, Alter, Argue    d. Avoid, Alter, Arrange, Adapt
21. A leader who clearly shares ideas and expectations shows  
 a. silence    b. communication    c. anxiety    d. multitasking
22. A strong resume should begin with  
 a. childhood experiences    b. hobbies only  
 c. most recent job/education    d. primary school education
23. Which of the following can help reduce prejudice in the workplace?  
 a. Favoritism    b. Gossip  
 c. Diversity and inclusion training    d. Avoiding communication
24. How can you reduce a mental block?  
 a. Procrastinate more    b. Declutter your workspace  
 c. Ignore deadlines    d. Over think the task
25. Delegation means  
 a. avoiding responsibility    b. giving up leadership  
 c. assigning tasks to others    d. doing everything yourself

**Part B**

**6 x 5 = 30**

**Answer ALL Questions**

**Each answer should not exceed 200 words or two pages**

- 26.a. Discuss the common mistakes to avoid while drafting a CV and suggest best practices to make a CV stand out.  
 (or)
- 26.b. Differentiate between Assertiveness and Aggressiveness.
- 27.a. Define self-esteem. Differentiate between healthy and unhealthy self-esteem with examples. Why is self-esteem important in personal and professional life?  
 (or)
- 27.b. Explain the positive work attitude equations and their importance in work place.
- 28.a. Discuss the various factors that influence attitude formation.  
 (or)
- 28.b. Explain in detail about the interview techniques and stages of interview.
- 29.a. Give brief note on qualities of leaders.  
 (or)
- 29.b. What is small talk? Describe three methods of making small talk and its importance

30.a. Discuss the 4 A's and 4C's of stress management.

(or)

30.b. What are the common signs of low self-esteem? Discuss six effective ways to boost self-esteem and how they contribute to building a positive self-image

31.a. Explain the seven key steps involved in the goal-setting process. How does each step contribute to effective goal achievement?

(or)

31.b. Write about developing proficiency in communicating through telephone.

**Part C**

**3 x 15 = 45**

**Answer ALL Questions**

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

32.a. Explain the flow of communication in an organization, detailing the purposes of downward, upward, horizontal and lateral communication.

(or)

32.b. Create a brochure for an event (seminars, meetings, college events or school events). Apply all the aspects of Event Management clearly and creatively.

33.a. Describe the 'common employability skills' and explain why each is essential for workplace success.

(or)

33.b. Explain the main types of goals and state key suggestions to keep in mind when setting them.

34.a. Explain the concept of 'attitude' and discuss the various factors that influence attitude formation. How can understanding these factors help in developing a positive attitude?

(or)

34.b. Give a detailed note on stress management. Also, describe a personal experience where you faced stress and explain how you managed it or could have managed it effectively.

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