IN-SEMESTER EXAMINATION-I

T.E./T.T (Semester-V)

SUBJECT – Soft Skills & Interpersonal Communication

Branch: ALL
Div.: ALL
Duration: 60 Minutes

Date: 26/08/2024
Timing: 12:00 Noon to 1:00 PM
Maximum Marks: 20

Instructions –

1. All questions are compulsory.
2. Assume suitable data wherever necessary and state the assumptions made.
3. Diagrams / sketches should be given wherever necessary.
4. Use of logarithmic table, drawing instruments and non-programmable calculators is permitted.
5. Figures to the right indicate full marks.

Q.1		Answer any 5 of the following questions	Marks	Course Outcomes	Learning Levels
	a.	Hinal often interrupts others during meetings, which leads to misunderstandings and conflicts. What soft skill is she lacking, and how can she improve it?	2	1	A
	b.	Discuss how problem-solving skills help in decision-making for a leader.	2	1	U
	c.	Discuss the steps to begin a successful start-up.	2	1	U
	d.	What is accountability in a professional setting?	2	2	U
	e.	Explain what it means to take responsibility in a professional setting.	2	2	U
	f.	Diagrammatically represent Maslow's "Hierarchy of Needs".	2	3	U
	g.	Break down the ABC components of attitude and illustrate how they influence behavior.	2	3	R
Q.2	a.	How can gender sensitivity be incorporated into organizational policies?	5	2	U
		OR			
	b.	How can adaptive thinking help in crisis management? Write answer with appropriate examples.	5	2	U
Q.3	a.	Freud proposed that the mind is divided into three components and the interactions and conflicts among the components create personality. Keeping this statement in view explain these components with real-time examples.	5	3	U
		OR			
	b.	What are the various steps involved in the process of career planning?	5	3	R

IN-SEMESTER EXAMINATION-II

T.E./T.T. (Semester-V)

SUBJECT – Soft Skills and Interpersonal Communication

Date: 17/10/2024
Timing: 12:00 Noon to 01:00 PM
Maximum Marks: 20

Branch: ALL
Div.: ALL
Duration: 60 Minutes
Instructions –

1. All questions are compulsory.
2. Assume suitable data wherever necessary and state the assumptions made.
3. Diagrams / sketches should be given wherever necessary.
4. Use of logarithmic table, drawing instruments and non-programmable calculators is permitted.
5. Figures to the right indicate full marks.

Q.1		Answer any 5 of the following questions	Marks	Course Outcomes	Learning Levels
	a.	What is the role of feedback in understanding customer needs?	2	6	R
	b.	How does organizational culture influence employee behavior?	2	6	U
	c.	List two ways to meet customer needs effectively.	2	6	R
	d.	Based on an example of a successful professional, explicate one decision he/she made regarding their higher education that contributed to their success.	2	5	A
	e.	Explain the difference between SOP and LOR with sutable example.	2	5	U
	f.	Describe a scenario where you had to use conflict resolution techniques in a team. How did you handle the situation?	2	4	A
	g.	Define intrinsic and extrinsic motivation with suitable examples.	2	4	U
Q.2	a.	Explain why goal setting is critical for managing time effectively.	5	4	U
		OR			
	b.	Evaluate a leader's responsibility in motivating team members. What strategies are most effective?	5	4	A
Q.3	a.	Considering a case study of a successful entrepreneur, what were their primary funding sources, and how did these choices influence their growth trajectory? Explain with pertinent example.	5	5	A
		OR			
	b.	Analyze the advantages and disadvantages of using social media as a job search tool compared to traditional methods.	5	5	A

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Logan Singh Charitable Trust's (Regd.)
THAKUR COLLEGE OF
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END SEMESTER EXAMINATION, DEC 2024
T.E./T.T SEMESTER V (CBCGS-HME 2023)

Branch:	ALL	Q.P. Code:	ETD24CARS1-2
Subject:	Soft Skills and Interpersonal Communication	Duration:	2 hours
Subject Code:	HSMC501	Max. Marks:	60

Instructions:
1. All sections are compulsory
2. Figures to the right indicate full marks.
3. Assume suitable data if necessary and state the assumptions clearly.

Section-I	Short Answer Questions (Answer any 05 questions out of 06) (Fundamental, Core Types)				(10 Marks)
Q. No.		Marks	CO	RBT Level	PI
1	Define the gig economy and provide one example of a gig job.	2	1	U	7.2.1
2	What is the role of perception in self-assessment? How can it impact personal growth?	2	2	U	9.2.1
3	How would you apply problem-solving strategies to a project with multiple constraints?	2	3	U	8.2.2
4	Define intrinsic and extrinsic motivation with suitable examples.	2	4	U	10.1.3
5	In a group discussion scenario where one member dominates, what approach would you take to involve quieter members?	2	5	A	10.1.23
6	What is the difference between etiquette and mannerism?	2	6	U	10.2.6
Section-II	Descriptive Answer Questions(Answer any 04 out of 06) (Descriptive, Comprehension Types)				(20 Marks)
1	Mohan has been a machine operator at a factory for the past 10 years. Recently, the factory introduced automation to improve efficiency, resulting in several layoffs. Mohan's job is still safe for now, but he is worried about the future. He doesn't have the technical skills required to manage the automated systems and is unsure if his job will be needed in a few years. Questions: What is the primary concern Mohan has regarding his job security? How has automation impacted Mohan's work environment? What skills does Mohan need to acquire to stay relevant in his job? What steps can Mohan's company take to support workers like him in the transition to automation? How can upskilling help Mohan adapt to the changes in his job?	5	1	A	9.2.3
2	How does effective customer relationship management (CRM) lead to long-term business success?	5	2	A	10.1.1

3	Discuss the significance of note-taking as a study strategy. Explain at least two effective note-taking methods and their benefits.	5	3	R	
4	Develop a weekly time management schedule that balances work, study, and personal life	5	4	A	
5	How would you apply conflict resolution when a team faces conflicts during an office meeting?	5	5	A	
6	Illustrate the essential aspects of interview etiquette that candidates must follow to create a positive and lasting impression.	5	6	U	
Section-III	**Long Answer Question (Answer any 03 out of 05) (Application, Analytical, Evaluation, Design Type)**				**(30 Marks)**
1	InnovateCorp hired Alex Gupta as the Diversity and Inclusion Officer to assess the company's culture, identify gaps, and promote diversity and gender sensitivity across the organization. Through surveys and interviews, Alex discovered that employees felt their perspectives were undervalued, and there was a significant gender imbalance in leadership. He also found that outdated policies on cultural awareness and gender sensitivity had led to unconscious bias and microaggressions, further alienating minority employees. To address these issues, Alex developed a comprehensive D&I plan, including mandatory training, policy updates, the creation of Employee Resource Groups (ERGs), inclusive hiring practices, and regular progress monitoring. Within a year, the company saw improved workplace culture, increased female leadership representation, enhanced employee satisfaction and productivity, and stronger customer relationships. What were the key challenges InnovateCorp faced in terms of diversity and inclusion? How did Alex Gupta's role as the Diversity and Inclusion Officer contribute to addressing these challenges? What specific strategies did Alex implement to improve diversity and inclusion within the company? What were the outcomes of these initiatives? How did they impact InnovateCorp's culture and overall performance? What lessons can other organizations learn from InnovateCorp's experience in implementing a successful diversity and inclusion program?	10	2	A	10.1.1
2	A group of recent engineering graduates has decided to launch an electric vehicle (EV) startup in India to tap into the rising demand for sustainable transportation. However, they face stiff competition from established players, regulatory hurdles, and limited initial funding. Despite these challenges, the graduates believe they can succeed by offering affordable and innovative EV solutions. Conduct a SWOT analysis for the EV startup based on the case study. Analyze the strengths, weaknesses, opportunities, and threats the startup is likely to face in the Indian market. Based on your analysis, develop a strategic plan	10	3	A	9.3.1

	that includes specific recommendations for product development, marketing, and business operations to help the startup succeed. How can the team use its strengths to capitalize on opportunities while addressing its weaknesses and mitigating threats?				
3	"An organization is going through significant changes, and the leadership approach will be crucial in guiding employees through this transition. Discuss how different styles of leadership can be applied to manage change, motivate employees, and achieve organizational goals. Use examples to illustrate the advantages and disadvantages of each leadership style."	10	4	A	10.1.17
4	Discuss the importance of market research and analysis in entrepreneurship and explain how it influences the evaluation of business ideas and the choice of funding sources.	10	5	A	10.1.1
5	A multinational company notices a disconnect between its headquarters and remote offices. Employees in remote offices feel disengaged from the company's values. What strategies should the company use to align its organizational culture across all locations?	10	6	A	10.2.17