DEPT LOGO

Name of Subject	Soft Skills and Interpersonal Communication	DEPT :-	COMP, IT, AI&DS, AI&ML, CSE (IoT), CSE (Cyber Security), MECH, CIVIL, MME, E&TC, E&CS		
Year(SE/TE/BE)	T.E./T.T.	Subject Code:-	HSMC501		
ACADEMIC YR	**2025-26 (July - December 2025)**	SEMESTER:-	V	Scheme:-	CBCGS-HME-2023
Faculty Incharge	Ms. Jyoti Vanawe,Mr. Shrikrishna Sonawane, Mr.Bhaskar Hambarde, Ms. Tanvi Shah, Dr. Balaji Shinde, Mr. Swapnil Alhat				

1.Numerical question type can consist of programs and design type questions along with numerical
2.Faculties are requested to be vigilant while filing the tables and questions(along with CO/RBT level)
3.Its Mandatory to have atleast 7--2 marks,7---5 Marks,7---10 Marks questions for every course
4.Fields in yellow are to be filled by the faculty
5.Under the type column faculty is supposed to choose T/N as per the type of question
6.Use the dropdown box in the type column to select between T/N
7.Table 1-Syllabus Summary (to be filled with reference to syllabus)
8.Table 2-Modulewise percentage splitup (to be filled with reference to faculty understanding about the module)
9.Table 3- T/N Percentage Splitup subject wise(Consider all 6 modules)

Sr No.	Questions	CO	RBT	Pi	Marks	Type
1	State the importance of soft skills at the workplace.	CO1	R	10.1.1	2	T
2	Discuss the steps to begin a successful start-up.	CO1	R	9.2.1	2	T
3	How does cultural awareness enhance teamwork in a diverse work environment?	CO1	U	7.2.1	2	T
4	Neha adapts quickly to new tools and team roles when shifted to a new department. Which soft skill does this reflect?	CO1	U	9.2.1	2	N
5	James owns a café and wants to expand the menu. However, he struggles with making decisions and often overthinks his options. His hesitation has delayed menu updates and created confusion within his staff, who are unsure about what changes are coming. Questions: a. What soft skill is James lacking in this scenario? b. What strategies can James use to overcome the problem?	CO1	A	10.1.1	2	N
6	List five critical soft skills which employers look for while hiring	CO1	R	8.2.2	2	T
7	Varun prefers to work alone and avoids networking events. How could this affect his employability? Name the soft skill he should develop	CO1	A	10.1.1	2	N
8	Classify what differentiates soft skills from hard skills. Provide one example of each.	CO1	U	10.2.2	5	T
9	Describe three types of networking with examples.	CO1	R,U	9.2.1	5	T
10	Imagine you are a manager leading a team that has recently transitioned to remote work. Discuss five essential soft skills that are particularly important for successful remote working.	CO1	A	9.2.1	5	N
11	You are part of a panel shortlisting candidates for an international internship. One candidate has high GPA and technical skills, but another has moderate scores with exceptional cross-cultural and networking experience. Whom would you select and why? Justify using soft skill principles.	CO1	A	12.1.1	5	N
12	Define the term Interpersonal skills and explain their importance in the current employment landscape.	CO1	U	9.2.3	5	T
13	The entrepreneurial journey is often characterized by prejudice and biases. Discuss how one should foster a positive and inclusive work culture	CO1	U	10.2.2	5	T
14	Define the gig economy and state the steps to adapt to a gig economy.	CO1	R	12.1.1	5	T
15	Entrepreneurship often involves building and leading teams, which requires a specific set of soft skills. a) Explain why team-building and leadership are crucial for entrepreneurial success and business growth. b) Identify and describe four soft skills that are essential for effective team leadership in an entrepreneurial context. c) For each skill, explain how it contributes to team performance and business success. d) Discuss two challenges an entrepreneur might face in developing or applying these leadership soft skills, and suggest strategies to overcome these challenges.	CO1	A	10.1.1	10	N
16	Tom started a tech start-up with a group of close friends. They had a great product idea and were excited to bring it to market. However, as the team grew, Tom struggled with clearly communicating his vision and expectations. He often assumed that everyone understood his ideas without providing detailed explanations. This led to confusion among team members, who ended up working on different aspects of the project without a clear direction. As a result, deadlines were missed, and the team became frustrated. There were frequent misunderstandings during meetings, and the overall productivity of the start-up decreased. The quality of their product is also affected, as different parts of the team worked with different interpretations of Tom's ideas. Questions a.What soft skill is Tom lacking in this situation? b.How is Tom's poor problem affecting his team's performance? c.What are the potential risks to the start-up if this issue is not addressed? d.How can overcoming this problem improve the overall success of the start-up? e.What steps can Tom take to resolve the problem? f.How can Tom ensure that his team is aligned with the company's goals and vision?	CO1	A	9.2.4	10	N
17	The concept of "lifelong learning" has become increasingly important in the evolving employment landscape. Discuss the role of soft skills in supporting lifelong learning and career adaptability. a) Explain why lifelong learning is crucial in the current job market b) Identify three soft skills that are particularly important for lifelong learning c) Describe how each of these skills contributes to an individual's ability to adapt to new job requirements and career changes d) Provide an example of how an employee might use these skills to navigate a significant career transition or adapt to a major change in their industry.	CO1	U	9.2.1	10	T
18	The concept of "lifelong learning" has become increasingly important in the evolving employment landscape. Discuss the role of soft skills in supporting lifelong learning and career adaptability. a) Explain why lifelong learning is crucial in the current job market b) Identify three soft skills that are particularly important for lifelong learning c) Describe how each of these skills contributes to an individual's ability to adapt to new job requirements and career changes d) Provide an example of how an employee might use these skills to navigate a significant career transition or adapt to a major change in their industry.	CO1	U	10.1.1	10	T
19	An AI-based health startup built by engineers struggles to attract investors. Their pitch is filled with jargon, lacks clarity, and the founders come across as defensive during Q&A. Though their technology is promising, funding is denied repeatedly. Question:Diagnose the soft skill gaps in their investor communication. Design a pitch coaching program focusing on audience analysis, storytelling, emotional intelligence, and persuasive communication.	CO1	U	9.2.4	10	N
20	Entrepreneurship often involves building and leading teams, which requires a specific set of soft skills. a) Explain why team-building and leadership are crucial for entrepreneurial success and business growth. b) Identify and describe four soft skills that are essential for effective team leadership in an entrepreneurial context. c) For each skill, explain how it contributes to team performance and business success. d) Discuss two challenges an entrepreneur might face in developing or applying these leadership soft skills, and suggest strategies to overcome these challenges.	CO1	U	9.2.4	10	T
21	Alex is a project manager at a fast-paced technology company. His team has been underperforming, and the project is falling behind schedule. Several team members have complained about Alex's management style, saying that he is often dismissive of their concerns, unapproachable when they need help, and quick to criticize mistakes without offering constructive feedback. One day, during a critical team meeting, Sarah, one of the team members, points out a flaw in the project plan that could lead to delays. Alex dismisses her concerns, insisting that they stick to the original plan. After the meeting, Sarah feels demotivated and begins to disengage from the project. Other team members notice this and start to feel frustrated as well. As the project deadline approaches, tensions rise, and the team's morale continues to decline. Despite Alex's technical expertise, the team's lack of cohesion and motivation is affecting the overall progress of the project. Questions: 1. What aspects of emotional intelligence is Alex lacking, and how is this affecting his team's performance? 2. In what ways can improving his emotional intelligence help Alex become a more effective leader? 3. What steps can Alex take to develop his emotional intelligence and address the issues within his team? 4. How might the lack of emotional intelligence in leadership affect a team's ability to innovate and solve problems? 5. What role does emotional intelligence play in managing conflicts within a team, and how can Alex use it to resolve existing tensions?	CO1	A	10.11	10	N

Table 1

MODULE NO	CO	Name of the Module	No of hours
1	CO1	Introduction to Soft Skills	6
2	CO2	Essential Soft Skills	8
3	CO3	Self-Development	8
4	CO4	Interpersonal Skills	7
5	CO5	Career Development	8
6	CO6	Introduction to Corporate Ethics and Etiquette	8

Table 2

MODULE NO	CO	Percentage of Theory	Percentage of Numerical
1	CO1	100	
2	CO2	100	
3	CO3	100	
4	CO4	100	
5	CO5	100	
6	CO6	100	

Weightage of Theory and Numerical as expected in the Paper

Table 3

22	What is accountability in a professional setting?	**CO2**	U	9.2.1	2	T
23	List any two fundamental components of financial literacy.	**CO2**	R	10.1.1	2	T
24	List two characteristics of adaptive thinking.	**CO2**	R	9.2.4	2	T
25	Define customer awareness in the context of brand recognition.	**CO2**	R	9.2.1	2	T
26	What is the role of creativity in problem-solving?	**CO2**	U	9.2.1	2	T
27	What does gender sensitization aim to achieve?	**CO2**	U	9.2.1	2	T
28	Explain what it means to take responsibility in a professional setting.	**CO2**	U	10.1.1	2	T
29	Describe with an example how peer pressure challenged your personal integrity.	**CO2**	A	10.1.1	5	N
30	During an interview, Aarav answers confidently but keeps shifting in his chair, avoids eye contact for long stretches, and occasionally gives a nervous smile. The interviewer looks unconvinced despite Aarav's strong content knowledge. Q. Analyze the conflicting non-verbal signals Aarav displayed. How can inconsistencies between verbal and non-verbal communication affect credibility in professional contexts? Suggest corrective strategies.	**CO2**	A	9.2.4	5	N
31	Priya is a final-year student with an excellent academic record. Just before the final exam, she accidentally finds the leaked question paper. Her close friends insist that she should at least glance at it, arguing that "everyone else will use it." Priya is torn because she doesn't want to risk her integrity, but she also doesn't want to fall behind if others cheat. Questions: What ethical dilemma is Priya facing here? How would using the leaked paper affect her personal integrity in the long run? Suggest ways in which Priya can uphold her integrity while dealing with peer pressure.	**CO2**	U, A	9.2.1	5	N
32	Communication plays crucial role at workplace. Explain the connection between professionalism and effective communication.	**CO2**	U, A	10.1.1	5	T
33	Discuss the significance of taking responsibility in leadership roles.	**CO2**	R, A	9.2.4	5	T
34	Two neighbors, Mr. Sharma and Mr. Khan, are fighting over a piece of land that both claim as their own. Their dispute has become so intense that they are planning to go to court. Referring to types of law and dispute resolution methods, identify which law applies here. Also, explain how alternative processes such as negotiation, mediation, or arbitration could help them resolve this matter without prolonged litigation.	**CO2**	U	9.2.1	5	T
35	How can adaptive thinking help in crisis management? Write answer with appropriate examples.	**CO2**	U	10.1.1	5	T
36	Riya is a 20-year-old engineering student who receives a monthly allowance of ₹5,000. She often spends on food delivery and shopping and ends up with nothing by the month's end. Q. Analyze how budgeting skills could help Riya manage her allowance better. Suggest at least 3 strategies.	**CO2**	U	9.2.4	10	N
37	Analyze how personal integrity influences ethical decision-making in business.	**CO2**	U, A	9.2.1	10	T
38	Critically assess the role of adaptive thinking in responding to industry disruptions.	**CO2**	U, A	10.1.1	10	T
39	Analyze the impact of customer relationship management on customer retention rates.	**CO2**	U,A	9.2.4	10	T
40	Evaluate the importance of critical thinking in decision-making processes. Provide real-world examples	**CO2**	A	9.2.1	10	T
41	TechnoSolutions hired Priya Sharma 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, Priya discovered that employees felt their perspectives were undervalued, and there was a significant gender imbalance in leadership. She 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, Priya developed a comprehensive Diversity &Inclusion 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. How effective was Priya Sharma's Diversity &Inclusion action plan in addressing the company's diversity challenges and improving overall organizational performance?	**CO2**	U	10.1.1	10	T
42	Define the term professionalism and explain its key components in the workplace.	**CO2**	R	10.1.1	10	T
43	What are two challenges in career planning?	**CO3**	R	9.3.1	2	T
44	Anjali says, "I want to improve my English." Which SMART goal element is missing in Anjali's statement, and why?	**CO3**	U	10.1.1	2	N
45	Emily is a software developer with excellent coding skills but has difficulty presenting her ideas to non-technical team members. Her company is planning to launch a new project, and she sees this as an opportunity to take on a leadership role. However, her lack of communication skills might be a barrier. Perform a SWOT analysis for Emily and provide recommendations on how she can overcome her weaknesses to achieve her goal of taking on a leadership role.	**CO3**	A	9.2.1	2	N
46	Evaluate the relationship between self-efficacy and self-esteem, and critically discuss how self-efficacy can influence an individual's personal and professional growth.	**CO3**	U	12.1.1	2	T
47	State some barriers to effective listening with appropriate examples	**CO3**	R	9.3.1	2	N
48	Priya always blames her failures on luck instead of improving her efforts. She refuses to participate in group projects because she believes she will fail anyway. Identify Priya's type of attitude and explain briefly.	**CO3**	U	8.2.2	2	N
49	What is the role of mentorship in career planning?	**CO3**	R	10.1.1	2	T
50	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.	**CO3**	U	9.3.1	5	T
51	Explain how Maslow's model on Hierarchy of Needs is useful for understanding motivation.	**CO3**	U	9.3.1	5	T
52	What are the various steps involved in the process of career planning?	**CO3**	R	10.1.1	5	T
53	A group of engineering students is preparing for a hackathon. During the practice session, their mentor points out several issues in their approach that the team members were unaware of. Question: Using the Johari Window model, analyze which quadrant is reduced after receiving feedback and how it helps improve self-awareness.	**CO3**	A	9.2.1	5	N
54	Explain with examples how skimming, scanning, and previewing together can help a student prepare quickly for an open-book exam.	**CO3**	U	12.1.1	5	T
55	Discuss the significance of note-taking as a study strategy. Explain at least two effective note-taking methods and their benefits.	**CO3**	R	9.3.1	5	T
56	Define Perceptual errors. Elaboarate on the different types of perceptual errors by giving examples to substantiate your argument.	**CO3**	R	8.2.2	5	T
57	What are the primary theories that explain the phenomenon of forgetting?	**CO3**	R	10.1.1	10	T
58	Critically analyze Freud's Iceberg theory. Explain the concepts of the conscious, preconscious, and unconscious mind, providing examples of each. Discuss their roles in personality development and their dynamic interactions. How do these components contribute to both healthy and unhealthy psychological functioning?	**CO3**	A	9.3.1	10	T
59	A rapidly growing tech startup, "InnovateX," is facing challenges related to employee morale and productivity. There is a growing perception among employees that the company culture is becoming increasingly competitive and stressful. Additionally, there is a noticeable difference in attitudes between the older, more experienced employees and the younger, newly hired workforce regarding work-life balance, company values, and career growth opportunities. Analyze the situation at InnovateX using the concepts of perception and attitude. Identify the various perceptual processess, perceptual biases and attitude-related issues that might be contributing to the problems. Develop a strategic plan to address these issues and improve the overall workplace environment.	**CO3**	A	10.1.1	10	N
60	Vikram was a top performer in school but struggled in college. His academic failures lowered his self-esteem, and he withdrew from activities. A counsellor introduced him to the SMART goal technique and taught him to use positive affirmations. Over time, he rebuilt his confidence and improved academically. Questions: a. What challenge did Vikram face after entering college? b. How did low self-esteem affect Vikram's behavior? c. What does SMART stand for in goal setting? d. How can affirmations improve self-esteem? e. Mention one action Vikram took to regain his confidence.	**CO3**	A	9.2.1	10	N
61	Critically examine the intricate relationship between self-esteem, as a global evaluation of one's worth, and self-efficacy, as a domain-specific belief in one's ability to execute specific tasks. Analyze how these psychological factors interact to shape individual behavior, motivation, and resilience.	**CO3**	A	12.1.1	10	N

Question type	Percentage
Theory Questions	
Numerical Questions	

Perecentage of theory and numerical should add up to 100%

62	A group of engineering graduates are planning to start an electric vehicle (EV) startup in India. They aim to capitalize on the growing demand for eco-friendly transportation solutions. Conduct a SWOT analysis for this EV startup. Based on your analysis, develop a strategic plan outlining the key actions the startup should take to leverage its strengths, address its weaknesses, capitalize on opportunities, and mitigate threats. Your plan should include specific recommendations for product development, marketing, and business operations.	**CO3**	A	9.3.1	10	N
63	"The concept of a 'dream job' has both positive and negative implications for personal goal setting." Discuss this statement, providing a comprehensive analysis of how the pursuit of an idealized career path can influence an individual's motivation, decision-making, and overall satisfaction.	**CO3**	A	10.3.3	10	N
64	Who introduced the theory of emotional intelligence, and in which decade?	**CO4**	R		2	T
65	Describe a scenario where you had to use conflict resolution techniques in a team. How did you handle the situation?	**CO4**	A	10.1.2	2	T
66	Define intrinsic and extrinsic motivation with suitable examples.	**CO4**	U	10.1.3	2	T
67	A team member is motivated by recognition and advancement at work. Which type of motivation is this, according to Herzberg's theory?	**CO4**	U	10.1.4	2	T
68	List two characteristics of transformational leadership.	**CO4**	R	10.1.5	2	T
69	John has recently started a new job and feels overwhelmed by his responsibilities. Identify if John is experiencing positive or negative stress. Justify your answer.	**CO4**	A	10.1.6	2	T
70	A team is struggling with conflicts and resistance to tasks after initial excitement. Which stage of team development is this, and what strategies would you suggest to move forward?	**CO4**	A	10.1.7	2	T
71	Compare and contrast autocratic and democratic leadership styles with examples.	**CO4**	U	10.1.8	5	T
72	Explain why goal setting is critical for managing time effectively.	**CO4**	U	10.1.9	5	T
73	You are negotiating a contract with a potential customer. The customer is focused on reducing costs, while you want to maintain profitability. How can you use the collaboration negotiation style to achieve a win-win outcome?	**CO4**	A	10.1.10	5	T
74	A leader rewards their employees with bonuses based on achieving set goals, but also gives penalties for underperformance. Discuss this leadership style and its effectiveness using the concept of transactional leadership.	**CO4**	A	10.1.11	5	T
75	Evaluate a leader's responsibility in motivating team members. What strategies are most effective?	**CO4**	A	10.1.12	5	T
76	Develop a weekly time management schedule that balances work, study, and personal life	**CO4**	A	10.1.13	5	T
77	Explain the elements of negotiation skils with suitable examples of each.	**CO4**	U	10.1.14	5	T
78	"A team leader is tasked with improving team dynamics and resolving conflicts within the group. How can the leader effectively apply the key elements of Emotional Intelligence to manage emotions, foster collaboration, and enhance team performance? Use examples to demonstrate the practical application of these elements."	**CO4**	A	10.1.15	10	T
79	Explain how goal-setting theory can be applied in an organizational context to improve both individual and team performance. Include examples of successful implementation.	**CO4**	A	10.1.16	10	T
80	"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."	**CO4**	A	10.1.17	10	T
81	Analyze a complex problem-solving scenario using a structured approach like the "5 Whys" or Root Cause Analysis.	**CO4**	A	10.1.18	10	T
82	Discuss Bruce Tuckman's five stages of team development. How can a team leader effectively guide the team through each stage?	**CO4**	U,A	10.1.19	10	T
83	Analyze different types of stressors (physiological and psychological) and provide real-life examples of each. Discuss their impact on health and well-being.	**CO4**	A	10.1.20	10	T
84	Elaborate on strategies for effective time management, including techniques to prioritize tasks, set achievable goals, and maintain productivity.	**CO4**	A	10.1.21	10	T
85	Explain the difference between SOP and LOR with sutable example.	**CO5**	U	10.1.22	2	T
86	In a group discussion scenario where one member dominates, what approach would you take to involve quieter members?	**CO5**	U	10.1.23	2	T
87	In a mock interview, how would you handle a situation where you don't know the answer to a question?	**CO5**	R	10.1.24	2	T
88	What is the importance of job portals to a job seeker during the employment process?	**CO5**	U	10.1.25	2	T
89	After analyzing a case study of a failed startup, what lesson would you apply to your own business idea?	**CO5**	U	10.1.26	2	T
90	Based on an example of a successful professional, explicate one decision he/she made regarding their higher education that contributed to their success.	**CO5**	U	10.1.27	2	T
91	State the dichotomy between resume, CV and bio-data.	**CO5**	U	10.1.28	2	T
92	Given a scenario where you are applying for a post-graduate program, write an an SOP in 500 words that incorporates your background, how you inclined towards this stream, unique experiences, goals, purpose to apply for this specific course in particular university etc.	**CO5**	A	10.1.29	5	T
93	How would you apply conflict resolution when a team faces conflicts during an office meeting?	**CO5**	A	10.1.30	5	T
94	What strategies would you include in your presentation plan to effectively engage the audience, and can you provide a real-world example that illustrates these techniques in action?	**CO5**	U	10.1.31	5	T
95	Analyze the advantages and disadvantages of using social media as a job search tool compared to traditional methods.	**CO5**	A	10.1.32	5	T
96	Based on a case study of a successful entrepreneur, explain their primary funding sources and analyze how these choices impacted their growth.	**CO5**	A	10.1.33	5	T
97	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.	**CO5**	U	10.1.34	5	T
98	Do you believe that resumes should be customized for each organization to which one applies? If you agree, what specific reasons support this approach, provide examples of how tailoring a resume has led to successful outcomes? If you disagree, what are your reasons for maintaining a standard resume across applications?	**CO5**	U	10.1.35	5	T
99	Imagine that an advertisement was published last week in the Times of India stating that 15 Assistant Engineers are required at Capgemini. Therefore, write a cover letter addressed to the HR Manager for the position of Assistant Engineer at Capgemini Pvt. Ltd., Andheri West, Mumbai - 400102.	**CO5**	U	9.2.1	10	T
100	Explain the three main types of resumes with their advantages and disadvantages.	**CO5**	A	10.1.1	10	T
101	Analyze the common causes of ineffective presentations and discuss their impact on audience engagement. Additionally, elaborate the required steps to make an effective presentation.	**CO5**	A	9.2.4	10	T
102	Explicate the employment process and elaborate on the key steps to fulfill the felicity conditions in order to accomplish the desired job.	**CO5**	A	9.2.1	10	T
103	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.	**CO5**	A	10.1.1	10	T
104	Depict the types and phases of group discussion. Provide suitable examples according to context.	**CO5**	U	9.3.1	10	T
105	Describe the essential qualities that are observed during a group discussion and explore how these attributes subtly shape a participant's influence within the group.	**CO5**	A	9.3.1	10	T
106	What is the difference between etiquette and mannerism?	**CO6**	U		2	T
107	What is the significance of personal grooming in a business environment?	**CO6**	R	10.2.1	2	T
108	During a business meeting, one of your colleagues interrupts others frequently. How would you handle this situation to maintain proper meeting etiquette?	**CO6**	U	10.2.2	2	T
109	List two ways to meet customer needs effectively.	**CO6**	U	10.2.3	2	T
110	What is the role of feedback in understanding customer needs?	**CO6**	R	10.2.4	2	T
111	How does organizational culture influence employee behavior?	**CO6**	R	10.2.5	2	T
112	A company is facing a high number of customer complaints about slow response times. What steps can they take to address this issue effectively?	**CO6**	U	10.2.6	2	T
113	Classify the key elements of business etiquette and explain how they contribute to professional success in a corporate environment.	**CO6**	U	10.2.7	5	T
114	Relate the importance of social skills to professional achievements, and apply key interpersonal abilities that are crucial for workplace success.	**CO6**	A	10.2.8	5	T
115	Illustrate the essential aspects of interview etiquette that candidates must follow to create a positive and lasting impression.	**CO6**	U	10.2.9	5	T
116	In what ways do social skills relate to professional accomplishments, and which interpersonal abilities should one apply to thrive in the workplace?	**CO6**	A	10.2.10	5	T
117	To what extent do greetings and effective conversation contribute to building relationships, and how do they impact professional interactions in the workplace?	**CO6**	U	10.2.11	5	T
118	How do personal grooming and professional attire affect an individual's image, and how do they influence relationships within the workplace?	**CO6**	U	10.2.12	5	T
119	What role do ethical codes of conduct play in shaping an organization's culture, and how can they determine the work environment?	**CO6**	U	10.2.13	5	T

120	A manager consistently arrives late to meetings and interrupts others during discussions. What impact does this behavior have on meeting etiquette, and how can it affect team productivity? Suggest steps to improve meeting conduct.	**CO6**	A	10.2.14	10	T
121	Discuss how business etiquette fosters professional relationships and contributes to an organization's success. Provide examples from dining etiquette, email etiquette, and meeting etiquette.	**CO6**	A	10.2.15	10	T
122	A tech company launches a new product, but customers report difficulty using the online support system. Analyze the company's response strategy to meet customer needs and improve user experience. What should they do to fix this issue?	**CO6**	A	10.2.16	10	T
123	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?	**CO6**	A	10.2.17	10	T
124	A retail company has implemented a customer-focused culture but is struggling to maintain consistency in service quality across its stores. Analyze the possible reasons for this inconsistency and suggest improvements.	**CO6**	A	10.2.18	10	T
125	A company has been successful in meeting customer needs through quick online support and honest communication. However, with growing competition, they are now facing declining customer retention. What further steps can the company take to not only retain customers but also exceed their expectations?	**CO6**	A	10.2.19	10	T
126	Explain the importance of organizational culture in recruitment and retention. Provide examples of how a strong culture impacts these areas.	**CO6**	A	10.2.20	10	T
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