

(7 pages)

Reg. No. :

Code No. : 7410

Sub. Code : WEHSE 21

M.A. (CBCS) DEGREE EXAMINATION, APRIL 2024.

Second Semester

English – Core

Skill Enhancement Course – EMPLOYABILITY
SKILLS

(For those who joined in July 2023 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (15 × 1 = 15 marks)

Answer ALL questions.

Choose the correct answer :

1. _____ can be presented by face.
(a) Gestures (b) Body Language
(c) Para Language (d) Expressions
2. Which type of words should be used for good communication?
(a) Acronyms (b) Technical
(c) Jargons (d) Simple

3. Written communication can be classified in which type of communication?
(a) Non-verbal (b) Verbal
(c) Visual (d) None of these
4. In a business setting, what is an appropriate greeting?
(a) Hey, you
(b) What's up, dude?
(c) Sup, bro?
(d) Good morning/afternoon/evening followed by their title and last name
5. _____ is a code of behaviour or courtesy based on rules of a polite society
(a) Dining-Out (b) Etiquette
(c) Receiving line (d) Stag
6. A _____ is the most commonly used tool of communication among professions staying in different parts of the world
(a) Fax machine
(b) Telephone
(c) Pager
(d) Telegram



7. A profile should always be included on a CV to _____

- (a) Tell the recruiter what type of role I am looking for
- (b) Provide a brief introduction to my skills and experience
- (c) A profile isn't important anymore
- (d) Indicate my salary expectation.

8. In an interview, what does 'probing' mean?

- (a) Asking challenging and confrontational questions
- (b) Encouraging the interviewee to share more information or elaborate on a point
- (c) Sharing personal experiences with the interviewee
- (d) Dominating the conversation with one's opinions

9. Interviews are conversations with _____

- (a) informality
- (b) purpose
- (c) friendliness
- (d) fun

Page 3

Code No. : 7410

10. Aches, shallow breathing and sweating, frequent colds are

- (a) Physical symptoms of stress
- (b) Behavioural symptoms of stress
- (c) Emotional symptoms of stress
- (d) Cognitive symptoms of stress

11. What is time management?

- (a) Arranging appointments on a calendar
- (b) Planning how to divide time between activities
- (c) Completing tasks as quickly as possible
- (d) Setting strict schedules for each day

12. Emotional intelligence can be studied through _____

- (a) The abilities-focussed approach
- (b) Emotional appeal
- (c) Rhetoric
- (d) Statements

13. _____ are the approaches to the study of leadership which emphasise the personality of the leader

- (a) Contingency theories
- (b) Group theories
- (c) Trait theories
- (d) Inspirational theories

Page 4

Code No. : 7410

[P.T.O.]



14. The decisions which are frequent and repetitive in nature are called as _____
- (a) Non-Programmed decisions
 - (b) Programmed decisions
 - (c) Major decisions
 - (d) Operative decisions
15. What is the basis of coercive power in negotiation?
- (a) A capacity to seek information and consider the ideas of others
 - (b) The control over resources desired by others
 - (c) Punishment, authority and use of force, whereby others are compelled to behave a particular way
 - (d) Collection of ideas

PART B — (5 × 4 = 20 marks)

Answer ALL questions, choosing either (a) or (b).
Each answer should not exceed 250 words.

16. (a) Discuss the methods of communication.
Or
(b) Elaborate the components of communication.
17. (a) Infer the main points of self-introduction.
Or
(b) State the importance of greetings.

Page 5 Code No. : 7410

18. (a) Enumerate the steps in applying for jobs.
Or
(b) Discuss the resume writing format.
19. (a) Explain the importance time management.
Or
(b) Discuss the best ways to manage stress.
20. (a) Bring out the three forms of workplace communication.
Or
(b) State the importance of Team management.

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b).
Each answer should not exceed 600 words.

21. (a) Explain formal and informal communication discuss their advantages and disadvantages?
Or
(b) State the purpose of LSRW skills.
22. (a) Analyze the importance of asking and responding to questions.
Or
(b) Elaborate on sharing information with others.

Page 6 Code No. : 7410



23. (a) Develop an essay on interview and its types.

Or

(b) Elaborate on telephone skills.

24. (a) Illustrate how self-management is important in life and work.

Or

(b) State the importance of stress management.

25. (a) Bring out the importance of Leadership skills.

Or

(b) Construct an essay on problem-solving skills.

