



**PRACTICE SET**  
**End Semester Examination, December, 2025**

**Program: MBA**  
**Semester: I**  
**Subject: Life Skills I**  
**Subject Code: 11VAC.401**

**Course Outcome:**

On completion of the Course, the students will be able to:

CO 1: Able to identify communication barriers and apply strategies to communicate clearly

CO 2: Produce professional, well-structured business letters and internal communications.

CO 3: Create strong employment documents (resumes, applications) and perform well in interviews.

CO 4: Demonstrate appropriate social and professional etiquette, contributing positively to any environment.

**SECTION I (5 marks)**

1. Define communication in your own words. **CO1 UNIT 1 [BTL LOT] BTL: UNDERSTAND**
2. Explain the role of sender and receiver in communication. **CO1 UNIT 1 [BTL LOT] BTL: UNDERSTAND**
3. Draw a diagram of the communication process and label its components. **CO1 UNIT 1 [BTL LOT] BTL: APPLY**
4. List the advantages and disadvantages of verbal communication. **CO1 UNIT 1 [BTL LOT] BTL: REMEMBER**

5. Discuss the different directions of Organizational communication. **CO1 UNIT 1 [BTL LOT] BTL: UNDERSTAND**
6. Explain the concept of a business letter. Name at least 4 types of business letters. **CO2 UNIT 2 [BTL LOT] BTL: UNDERSTAND**
7. Discuss the main principles of effective letter writing? **CO2 UNIT 2 [BTL LOT] BTL: UNDERSTAND**
8. Explain the importance of the subject line in a business letter. **CO2 UNIT 2 [BTL LOT] BTL: UNDERSTAND**
9. Define a letter of enquiry. **CO2 UNIT 2 [BTL LOT] BTL: UNDERSTAND**
10. What is professional writing? **CO3 UNIT 3 [BTL LOT] BTL: UNDERSTAND**
11. List three techniques to improve clarity in writing. **CO3 UNIT 3 [BTL LOT] BTL: REMEMBER**
12. Explain the purpose of a memo. **CO3 UNIT 3 [BTL LOT] BTL: UNDERSTAND**
13. List the key elements of professional email writing. **CO3 UNIT 3 [BTL LOT] BTL: REMEMBER**
14. Define visual communication. Support your definition with suitable examples. **CO3 UNIT 3 [BTL LOT] BTL: UNDERSTAND**
15. List the key components of professional etiquette. **CO4 UNIT 4 [BTL LOT] BTL: REMEMBER**
16. Explain the role of listening in professional communication etiquette. **CO4 UNIT 4 [BTL LOT] BTL: UNDERSTAND**
17. Discuss in brief the concept of social and professional etiquettes? **CO4 UNIT 4 [BTL LOT] BTL: UNDERSTAND**
18. List any four basic principles of professional etiquette. **CO4 UNIT 4 [BTL LOT] BTL: REMEMBER**

## **SECTION II (10 marks)**

19. Explain the concept, definition of formal and informal communication. Also chart out the difference between the two. **CO1 UNIT 1 [BTL HOT] BTL: ANALYSE**

20. Explain the meaning of Barriers in communication. Discuss the main causes of communication barriers? **CO1 UNIT 1 [BTL LOT] BTL: APPLY**
21. Suggest ways to overcome language barriers in communication. **CO1 UNIT 1 [BTL HOT] BTL: CREATE**
22. Discuss the role of letters in maintaining professional relationships. **CO2 UNIT 2 [BTL LOT] BTL: UNDERSTAND**
23. Explain the principle of clarity in a business letter. **CO2 UNIT 2 [BTL HOT] BTL: ANALYSE**
24. Identify the key differences between formal and informal business letters. **CO2 UNIT 2 [BTL HOT] BTL: ANALYSE**
25. Analyze how visual communication can improve employee understanding in a meeting. **CO3 UNIT 3 [BTL HOT] BTL: ANALYSE**
26. Differentiate between a CV, resume, and Bio Data. **CO3 UNIT 3 [BTL HOT] BTL: ANALYSE**
27. Define a **Resume**. Discuss the key elements that make a resume effective and impactful. Present your answer in a structured manner. **CO3 UNIT 3 [BTL LOT] BTL: REMEMBER**
28. List common netiquette rules for email communication. **CO4 UNIT 4 [BTL LOT] BTL: REMEMBER**
29. Explain how tone and body language affect communication etiquette? **CO4 UNIT 4 [BTL HOT] BTL: ANALYSE**
30. **Design** a circular and corresponding minutes for a departmental meeting announcing a new academic initiative, ensuring clarity, conciseness, and formal tone. **CO3 UNIT 3 [BTL HOT] BTL: CREATE**

### **SECTION III (20 marks)**

31. Suggest a plan to improve communication in a culturally diverse team. **CO1 UNIT 1 [BTL HOT] BTL: CREATE**
32. Critically evaluate the role of technology in reducing communication barriers. **CO1 UNIT 1 [BTL HOT] BTL: CREATE**
33. Write a formal **Letter of Placing an Order for Office Supplies** to a supplier. Ensure that your letter includes: **CO2 UNIT 2 [BTL HOT] BTL: CREATE**
  - Proper sender and recipient address

- Date and subject line
  - A clear list of items with quantity and, if possible, price
  - A polite request for confirmation and delivery
  - Appropriate closing and signature
34. Write a formal **Letter of Legal Transaction** to a concerned authority or party. Ensure that your letter includes: **CO2 UNIT 2 [BTL HOT] BTL: CREATE**
- Proper sender and recipient address
  - Date and subject line
  - Clear details of the legal transaction (e.g., payment of dues, transfer of property, or settlement of an agreement)
  - A polite request for acknowledgment or confirmation
  - Appropriate closing and signature
35. Draft a memo to inform employees about a new office policy. **CO3 UNIT 3 [BTL HOT] BTL: CREATE**
36. Draft a professional resume for a marketing position. **CO3 UNIT 3 [BTL HOT] BTL: CREATE**
37. Critically evaluate how proper etiquette can enhance trust and cooperation in a cross-cultural team. **CO4 UNIT 4 [BTL HOT] BTL: EVALUATE**
38. Discuss the role of netiquette in maintaining a professional online image. **CO4 UNIT 4 [BTL HOT] BTL:ANALYSE**
39. **Evaluate** how social, cultural, and corporate etiquettes contribute to creating a positive professional image and fostering teamwork in a multicultural workplace. **CO4 UNIT 4 [BTL HOT] BTL:EVALUATE**
40. Analyze how communication etiquettes and netiquettes influence professional relationships and organizational success in today's digital workplace. **CO4 UNIT 4 [BTL HOT] BTL:ANALYSE**

## **SUMMARY SHEET**

### **CO Wise**

CO	Q. No	Marks
CO1	Q.1,2,3,4,5,19,20,21,31,32	95
CO2	Q.6,7,8,9,22,23,24,33,34	90
CO3	Q.10,11,12,13,14,25,26,27,30,35,36	105
CO4	Q.15,16,17,18,28,29,37,38,39,40	120
Total		410

### **Unit Wise**

UNIT	Q. No	Marks
UNIT 1	Q.1,2,3,4,5,19,20,21,31,32	95
UNIT 2	Q.6,7,8,9,22,23,24,33,34	90
UNIT 3	Q.10,11,12,13,14,25,26,27,30,35,36	105
UNIT 4	Q.15,16,17,18,28,29,37,38,39,40	120
Total		410

### **Blooms Taxonomy Level (BTL) Wise**

LOTL	1,2,3,4,5,6,7,8,9,10,11,12,13,14,15,16,17,18,20,22,27,28	
HOT	,23,24,25,26,29,30,31,32,33,34,35,36,37,38,39,40	

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**Disclaimer:** - This is a Practice Set. The Question in End term examination will differ from the Practice set. This Practice set is meant for practice only.