



PRACTICE SET

End Semester Examination, Dec. 2025

Program: MCA

Semester: I

Course: Soft Skills and Interpersonal Communication

Course Code: 3CHSMC 101

Course Objective

CO 1: Understand the importance of Soft Skills and Interpersonal Communication in Professional world.

CO 2: Effectively communicate through verbal /oral communication and improve the listening skills.

CO 3: Become more effective individual through goal/target setting, self-motivation and practicing creative thinking.

CO 4: Function effectively in multi-disciplinary and heterogeneous teams through the knowledge of team work, inter –personal relationships, conflict management and leadership quality.

Section: I (5 Marks)

1. Explain the given terms: (a) Self Discovery (b) Self Awareness. CO1 UNIT 1 [BTL LOT] BTL: UNDERSTAND
2. What is meant by the term 'skill?' Give examples of at least five soft skills and five hard skills. CO1 UNIT 1 [BTL LOT] BTL: REMEMBER
3. Explain briefly the concept of SWOT Analysis. CO1 UNIT 1 [BTL LOT] BTL: UNDERSTAND
4. What is Stage Fright? Discuss the common symptoms of stage fright. CO1 UNIT 1 [BTL LOT] BTL: REMEMBER

5. Define Attitude. Explain ABC Model. CO1 UNIT 1 [BTL LOT] BTL: REMEMBER
6. Compare the concepts of Career planning and Goal Setting. CO3 UNIT 2 [BTL LOT] BTL: UNDERSTAND
7. What does SMART stand for in goal setting? Discuss SMART goals in brief. CO3 UNIT 2 [BTL LOT] BTL: REMEMBER
8. Explain Art of Listening as a skill. CO3 UNIT 2 [BTL LOT] BTL: UNDERSTAND
9. Describe in brief the LSRW Skills. CO3 UNIT 2 [BTL LOT] BTL: REMEMBER
10. Define the given term (a) Motivation (b) Perception. CO3 UNIT 2 [BTL LOT] BTL: REMEMBER
11. Explain communication as a skill. CO2 UNIT 3 [BTL LOT] BTL UNDERSTAND
12. Describe the skills needed for Verbal Communication. CO2 UNIT 3 [BTL LOT] BTL UNDERSTAND
13. Compare the terms: General Communication and Technical Communication. CO2 UNIT 3 [BTL LOT] BTL UNDERSTAND
14. Explain non-verbal communication. CO2 UNIT 3 [BTL LOT] BTL UNDERSTAND
15. Explain Interpersonal Skills. CO4 UNIT 4 [BTL LOT] BTL: UNDERSTAND
16. Define (a) Team Work (b) Leadership Skills. CO4 UNIT 4 [BTL LOT] BTL: REMEMBER
17. Define Presentation as a skill. CO4 UNIT 4 [BTL LOT] BTL: REMEMBER
18. Discuss the basic requirements while building a team as a Team Leader. CO4 UNIT 4 [BTL LOT] BTL: UNDERSTAND

Section: II (10 Marks)

19. Differentiate in details between Soft Skills and Hard Skills. CO1 UNIT 1 [BTL HOT] BTL: ANALYSE
20. Explain the benefits of SWOT analysis. CO1 UNIT 1 [BTL LOT] BTL: UNDERSTAND
21. 'Knowing others is knowledge and knowing self is wisdom.' Explain. CO1 UNIT 1 [BTL HOT] BTL: ANALYSE
22. Explain the salient features of a professional e-mail. CO3 UNIT 2 [BTL LOT] BTL: UNDERSTAND
23. 'Listening helps you to speak better.' Analyse. CO3 UNIT 2 [BTL HOT] BTL: ANALYSE
24. Evaluate the importance of planning in decision-making and problem-solving. CO3 UNIT 2 [BTL HOT] BTL: EVALUATE
25. Explain the role of body language in building interpersonal relationship. CO2 UNIT 3 [BTL LOT] BTL: UNDERSTAND
26. 'Good content is the backbone of a presentation.' Judge this statement. CO2 UNIT 3 [BTL HOT] BTL: EVALUATE
27. 'Communication Skills are the basic need of all entrepreneurs globally.' Conclude. CO2 UNIT 3 [BTL HOT] BTL: ANALYSE
28. Explain the process of building effective interpersonal skills in organization. CO4 UNIT 4 [BTL LOT] BTL: UNDERSTAND

29. Define Leadership. Mention some important Leadership traits. Explain the features of Leadership. CO4 UNIT 4 [BTL LOT] BTL: REMEMBER
30. Distinguish between a leader and a manager. CO4 UNIT 4 [BTL HOT] BTL: ANALYSE

Section: III (15 Marks)

31. Analyze how soft skills influence professional success in today's workplace. CO1 UNIT 1 [BTL HOT] BTL: ANALYSE
32. Evaluate how attitudes toward people, places, objects, and events are shaped by personal experiences and social influences. CO1 UNIT 1 [BTL HOT] BTL: EVALUATE
33. "Take care of communication and success shall take care of itself". Analyze the statement in details. CO2, UNIT 3 [BTL HOT] BTL: ANALYSE
34. Analyze how the Seven C's of Effective Communication enhance clarity and understanding in professional settings. CO2, UNIT 3 [BTL HOT] BTL: ANALYSE
35. Analyze how each stage of effective decision-making contributes to solving complex problems in real-life situations. CO3, UNIT 2 [BTL HOT] BTL: ANALYSE
36. (a) Evaluate how can values be helpful in forming attitude? CO3 UNIT 2 [BTL HOT] BTL: EVALUATE
- (b) Handling conflict is also a skill. Analyse. CO3 UNIT 2 [BTL HOT] BTL: ANALYSE
37. A customer has complained about your behavior to your head of the department. You recall that it was the customer who initiated the argument. How will you handle the situation? Explain CO4 UNIT 4 [BTL HOT] BTL: ANALYSE
38. You have been appointed as the leader of a college event organizing committee. Some team members are not cooperating, deadlines are being missed, and conflicts are arising between sub-groups. As the leader, how would you handle this situation to ensure the event is successful? Explain the leadership qualities and strategies you would use. Explain CO4 UNIT 4 [BTL HOT] BTL: ANALYSE

39. Analyse how effective interpersonal and intercultural communication contribute to successful teamwork and leadership within an organization. CO4 UNIT 4 [BTL HOT]
BTL: ANALYSE
40. Evaluate the role of assertive communication and presentation skills in enhancing professional image and influencing organizational outcomes. CO4 UNIT 4 [BTL HOT]
BTL: EVALUATE

SUMMARY SHEET

CO Wise

CO	Q. No	Marks
CO1	Q.1,2,3,4,5,19,20,21,31,32	85
CO2	Q.6,7,8,9,22,23,24,33,34	80
CO3	Q.10,11,12,13,14,24,26,27,35,36	85
CO4	Q.15,16,17,18,28,29,30,37,38,39,40	120
Total		370

Unit Wise

UNIT	Q. No	Marks
UNIT 1	Q. 1,2,3,4,5,19,20,21,31,32	85
UNIT 2	Q. 10,11,12,13,14,24,26,27,35,36	85
UNIT 3	Q. 6,7,8,9,22,23,24,33,34	80
UNIT 4	Q. 15,16,17,18,28,29,30,37,38,39,40	120
Total		370

Blooms Taxonomy Level (BTL) Wise

BTL	Q. No	Marks
LOT	Q.1,2,3,4,5,6,7,8,9,10,11,12,13,14,15,16,17,18,20,22,25,28,29	140
HOT	Q.19,21,23,24,26,27,30,31,32,33,34,35,36,37,38,39,40	230
Total		370

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Reviewed By:

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.