

KAMARAJ COLLEGE (Autonomous)

Accredited with A+ Grade by NAAC

(Affiliated to Manonmaniam Sundaranar University, Tirunelveli)

THOOTHUKUDI – 628 003

(6 Pages)

Reg. No:

Question. Code No : 25E02106

Sub Code : 24PSEN21

PG Degree - End Semester Examinations, April 2025

Second Semester

M.A. English

SEC - Employability Skills

(For those who joined in July 2024 onwards)

Time : 3 Hours

Maximum : 75 Marks

PART A – (10 × 1 = 10 Marks)

Answer ALL Questions

Choose the correct answer :

1. Effective communication in the workplace leads to:
(a) misunderstandings (b) Higher conflicts
(c) Improvement (d) Decreased productivity

2. The _____ is the medium through which the message is sent.
- (a) Sender (b) Receiver
(c) Channel (d) Companion
3. When introducing yourself, clearly state your _____ and, if appropriate, your role.
- (a) Name (b) Profession
(c) Address (d) Aimbition
4. Which of the following is a good way to clarify a question?
- (a) Ignoring it.
(b) Asking for repetition or rephrasing.
(c) Guessing the answer.
(d) Saying "I don't know" without further inquiry.
5. What is the best way to handle a phone interview interruption?
- (a) Hang up and call back later.
(b) Ignore the interruption.
(c) Politely ask for a moment to address the interruption.
(d) Speak louder.
6. Which is the preferred format for a resume?
- (a) Chronological (b) Functional
(c) Combination (d) All of the above.

7. Which of the following is a healthy stress management technique?
- (a) Regular exercise and relaxation techniques
 - (b) Excessive caffeine consumption.
 - (c) Isolating oneself from social interaction.
 - (d) Ignoring stressors.
8. Self-awareness is the ability to recognize and understand one's own
- (a) emotions
 - (b) philosophy
 - (c) psychology
 - (d) value
9. A good leader inspires _____ in their team.
- (a) Motivation
 - (b) Confidence
 - (c) Trust
 - (d) All of the above
10. Which leadership style empowers team members to make decisions?
- (a) Autocratic
 - (b) Democratic.
 - (c) Laissez-faire.
 - (d) Bureaucratic

PART – B (5 X 5 = 25 Marks)

Answer ALL Questions choosing either (a) or (b).

Answer should not exceed 250 words.

11. (a) Outline the core components of communication process.

(OR)

- (b) Describe the LSRW skills.

12. (a) Explain how to communicate with different audience.

(OR)

- (b) Write the key aspect of social etiquette.

13. (a) Explain the importance of non-verbal communication in interviews.

(OR)

- (b) Discuss the differences between behavioural, technical, and stress interviews.

14. (a) Discuss the concept of "procrastination".

(OR)

- (b) Describe effective strategies for overcoming procrastination.

15. (a) How managers can build and maintain a high-performing team?

(OR)

- (b) Describe how leaders can develop and enhance leadership skills.

PART – C (5 X 8 = 40 Marks)

Answer ALL Questions choosing either (a) or (b).

Answer should not exceed 600 words.

16. (a) Explain verbal and non-verbal communication, and provide examples of each.

(OR)

- (b) Discuss the interconnectedness of LSRW skills and its proficiency.

17. (a) Describe the key elements of a professional self-introduction and explain why each element is important?

(OR)

- (b) Describe strategies for asking clear, concise questions and providing thoughtful, relevant answers.

18. (a) Explain the benefits of participating in mock interviews.

(OR)

- (b) Describe the key elements of a professional phone interview.

19. (a) Describe the key strategies for developing effective self-management skills.

(OR)

(b) Describe how individuals can use time management tools and techniques to achieve their goals.

20. (a) Discuss the key factors that influence decision-making in a workplace setting.

(OR)

(b) Describe key strategies for clear and productive communication within a team.