

**Fourth Semester FYUGP Degree (Reg) Examination April
2026**

KU4SECENG202 - INTERPERSONAL SKILLS

2024 Admission onwards

Time : 1.5 hours

Maximum Marks : 35

Section A

Answer any 6 questions. Each carry 2 marks.

1. List the four broad styles of listening identified by researchers.
2. Name the two scholarly approaches used to define interpersonal communication.
3. List any two signs of lack of empathy.
4. Define "Distributive Bargaining" and explain the metaphor used in the text to describe its mindset.
5. According to the text, what is the primary difference between a Position and an Interest?
6. Who is a "Lone Star"?
7. Define "Independent Criteria" and provide an example of a benchmark mentioned in the text.
8. what is a 'Common Fate'?

Section B

Answer any 4 questions. Each carry 4 marks.

9. Explain what "Social Skills" means as an Emotional Intelligence component. Why does we call it as "friendliness with a purpose"?
10. Evaluate the importance of feedback in communication.
11. Compare the roles of a "Mirror" (Reflective Feedback) and a "Guide" (Directive Feedback). When is the "Guide" role more appropriate?
12. Discuss how communication varies in High Interpersonal/Low Intercultural and Low Interpersonal/High Intercultural situations.
13. Differentiate between "Intervention-Generated Communication" and regular "Canteen Talk." Which one is more effective for social growth?

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14. Interpret the "Coconut Tree" analogy. How does this biological need for space apply to a possessive friendship?

Section C

Answer any 1 questions. Each carry 7 marks.

15. A tourist from Japan visits a family in a Kerala village. The host family insists on serving more food even after the guest politely refuses twice. The Japanese guest begins to feel uncomfortable and confused. Predict what cultural misunderstanding is occurring, identify the Salience level of the cultural difference, and suggest how the host family could apply intercultural sensitivity to resolve it.
16. You are walking into a job interview at a Kochi tech company. Apply the concept of the "Confidence Walk" and appropriate Oculistics — describe in detail the specific posture, gait, and eye-contact behavior you would consciously use and why.

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