

National University of Computer and Emerging Sciences, Lahore Campus



Course:	Communication & Presentation Skills	Course Code:	SS1008
Program:	CS, DS, SE	Semester:	Spring 2022
Date:	22nd March 2022	Total Marks:	25
Section:	All	Weight:	10
Exam:	Midterm I	Page(s):	4

Roll no.:

Section:

Q1	Q2	Q3	Total
5	15	10	25-30
4	9	9	22

PART I

Q1. Choose the correct option and write in the grid below:

Marks: 5

1	2	3	4	5
b	b	b	b	b
6	7	8	9	10
b	c	b	a	d

- _____ are gestures that substitute entirely for a word or words
 - Adaptors
 - ☒ Emblems
 - Illustrators
- Paralanguage is the _____ part of a spoken message that goes beyond the actual words.
 - Vital
 - ☒ Sound
 - Voiced
- _____, from 18 inches to 4 feet is the space in which casual conversation occurs.
 - Public distance
 - ☒ Social distance
 - Personal distance
- During _____, the speaker focuses on talking the audience about an important topic and getting a message across to them- not about how they might be judging his/her performance.

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- a. Performance orientation
☒ b. Communication orientation
 c. Communication Orientation Motivation
5. _____ consists of gradually visualizing and then engaging in more frightening speaking events.
 a. Visualization
☒ b. Systematic desensitization
 c. Restructuring
6. All people who understand a particular language are a part of a _____.
 a. Speech community
☒ b. Language community
 c. Language forum
7. Sociolinguistic meaning varies according to the norms of a particular
 a. Community
 b. Group
☒ c. Culture and co-culture
8. There are several symptoms of public speaking apprehension. One of them is cognitive symptom which stems from:
 a. positive self-talk
☒ b. negative self-talk
 c. light headache
 d. rapid heartbeats
9. Verbal immediacy refers to the _____.
☒ a. psychological distance between speaker and audience
 b. combination of background, knowledge, attitudes, and experiences
 c. Nonparallel language used for human characteristics
 d. Knowledge expertise for cultural context
10. Which speech delivery method required a short notice to prepare your speech.
 a. parliamentary debate
 b. extemporaneous
 c. scripted
☒ d. impromptu

PART II

Q2. Read the case(s) and answer the questions that follow:

Marks: 15

A. Ali believes that he gets along well with his friends, but if you were to ask any of them, they would say that Ali is intimidating and very tense all the time. Ali keeps flat expressions on his face

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is

and has the habit of looking straight in your eyes. If he takes your hand, he would squeeze it so hard that it hurts. Although Ali is a caring person and wishes that he had more friends, but his nonverbal awkwardness affects his relationship with others.

1. Identify the nonverbal gestures that are affecting the relationships.

- ① Flat expression on the face
- ② Looking straight in the eyes. *key word?*
- ③ squeezing the hands while shaking.
- ④ Intimidating and tense behavior.

2 + 2 + 0.5

2. Suggest THREE guidelines that Ali should follow to overcome nonverbal awkwardness.

- ① He should smile and behave gently when meet ^{his} ~~friend~~ _s.
- ② He should not look straight in eyes
- ③ He should shake hands gently and should not squeeze them

B. Zahid is funny and interesting, but everyone feels tense around him. When he is interacting with people his shoulders and eyebrows are noticeably raised, and his voice is rough and loud. While standing he mostly keeps his arms folded. Zahid is aware of the discomfort his friends feel but lacks clear measures to address it.

1. Identify the causes of discomfort of Zahid's friends.

- ① Raising his shoulders and eyebrows while interacting
- ② Bad quality and high volume of his voice.
- ③ Body gesture like folding arms.

write in full sentences

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2 + 2.5

2. Suggest THREE guidelines that Zahid should follow to remove his friends' discomfort.

- ① He should not raise his eyebrows and shoulders
- ① He should talk gently with a good quality and low pitch
- ① He should let his arms straight or folded
- hands back while talking or interacting his friends.

Q3. Read the Case study and answer the questions that follow:

Marks: 10

Shamsa worked hard to prepare for a yearly presentation which she had to present to the Regional Manager. On the morning of the presentation, Shamsa's car broke down and she got to the office, late. Rushing to the meeting room, she realized that the attire she wore for the presentation was all crumpled and her hair were quite messy too. With limited time at hand, Shamsa presented quickly while reading the points from the slides, and at times turned her back towards the audience. In the Q & A session, she kept on thinking about the unpleasant situation from the morning, and its consequences which distracted her from the questions being asked and led to her failure to respond accurately.

A. What are the things that went wrong in the presentation?

- ① She didn't follow her dress code and presented with messy hair.
- ① She didn't explain the points on slides.
- ① She didn't make an eye contact with audience at time.
- ① She didn't respond properly to the question.

B. What guidelines could have Shamsa followed to do a better job at presenting?

- ① She should follow the dress code and tie her hair properly.
- ① She should explain the points on slide and not read them properly.
- ① She should make an eye contact with people just like she is communicating with them.
- ① She should be focused about her topic and should be well prepared to answer the questions.