

Course:	Communication & Presentation Skills Lab	Course Code:	SL152
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Instructions:

- Attempt all questions on separate answer sheet

PART-II
LAB EXAM

Scenario-1: Five friends (Ali, Akmal, Adeel, Adil & Abid) are university fellows and sitting close to each other on a round table at a food point which is situated on the road side, to eat city's traditional food. When they sat down, Ali raised his hand and shouted as he is calling someone, upon which another group of people (order takers) representing different food points joined them to take the order. Afterwards, Ali turned himself around and put his shoulder around the order taker (in Urdu) from XYZ restaurant to provide his menu card, he further decided and ordered the food himself that allowed others to be concerned about his decision.

Although they were concerned about Ali's decision related to the food, however, they continued the conversation. While they were communicating about their daily routine, Akmal reminisced about the moment from his second semester's English language lab. He excitedly shared and smiled that during his first presentation in Lab, he perceived that it is easy for him to talk in front of a group of people because he doesn't feel anxious when doing so. This led him to conclude that he is a "natural" public speaker. Similarly, Adeel shared his first presentation's experience that went very bad because he never had such experience and he always viewed himself as a shy person.

By stopping Abid through a pat on his shoulder, Adil, at once spoke in between and said, the presentations in English labs made him speak quite well during other university courses, events and daily routine. However, when he joined the Technoventures after his graduation, it became quite difficult for him to carry on the performance due to anxiousness and distress. This was mainly because in university we tend to have support from our mates and colleagues, but in the workplace it is the opposite as you have to come up with everything on your own.

Question 1. Identify and explain the types of two groups (five friends & order takers) with reference to the above scenario (30-40 words). [8]

Question 2. Based on the understanding of characteristics of healthy groups, identify and explain type of conflict as well as three characteristics that the group has not followed while deciding and ordering the food (60-70 words) [16]

Question 3. Explain and justify the perception that Akmal and Adeel beholds related to their first presentation in English language lab (40-60 words) [8]

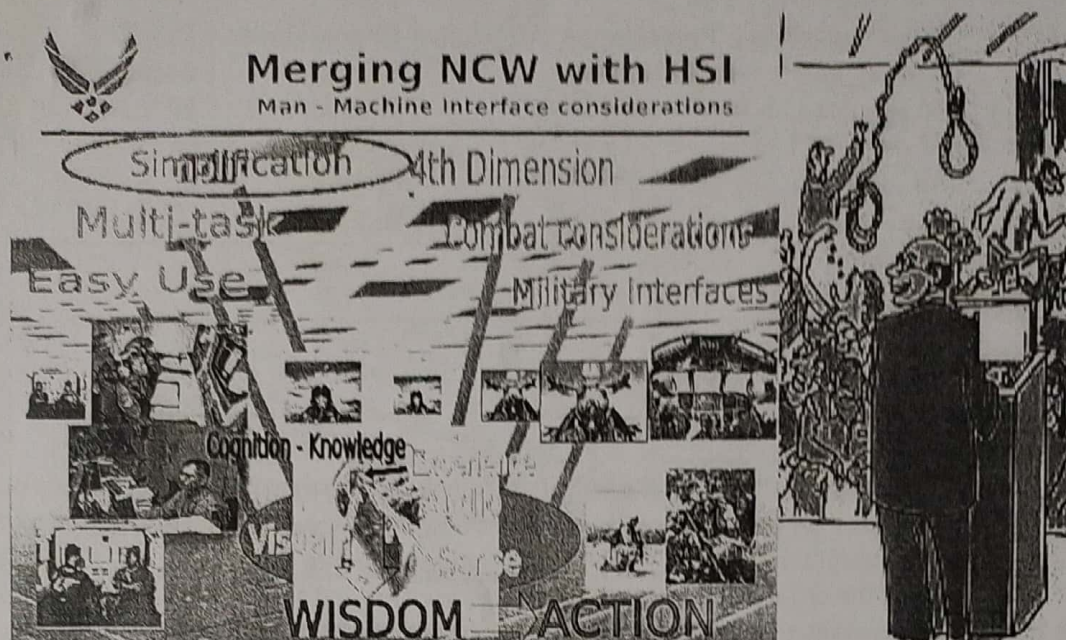
Question 4. Explain and justify the two factors that hinders the performance of Adil during presentations. (40-60 words) [8]

Question 5. Explain and justify at least five components of non-verbal communication during whole conversation. (100-120 words) [20]

Scenario-2: Suppose you covered 100 miles in huge traffic to meet your friend at 11:10 AM and he has not arrived by 12:20 PM. You are more likely to attribute his lateness to something in his control: forgetfulness, inconsiderateness, or malicious intent.

Question 1. Explain and justify, why your perception about your friend is negative? (40-50 words) [5]

Scenario-3: The following picture presents the environment during Mr. Rasheed's presentation.



Question 1. Identify five inappropriacies observed during Mr. Rasheed's presentation. Also suggest improvements for effective presentation (70-90 words). [10]

Multiple Choice Questions

[5]

- 1- A kid perched on the roof of his house one day notices a wolf walking by. The kid yells at the wolf, "Evil, vile creature! Why have you come near honest folks' homes?" The wolf quickly replied, "It is easy to be brave from a safe distance." What type of attention-getting device does this represent?
☒ a- Fairy tale ☐ b- Humor ☐ c- Personal Anecdote ☐ d- Statistics
- 2- A female colleague has reported that her colleague has bad mouthed about her to her husband about her official difference. The couple ignored it first time, but she complained after the accused did it second time. Can it be interpreted that there is lack of culture of feedback in the company. Why the female colleague didn't launch a complaint against the other colleague? Choose the best answer.
☐ a- The couple thought it was too personal to report.
☒ b- The wife felt no urgent need because similar complaints had gone unnoticed by the concerned authority.
☐ c- She didn't want to file a report initially against her colleague who also happened to be a family friend.
- 3- Sameer was a team captain of his soccer team, but an unexpected fight with another teammate prompted his parents to meet with a clinical psychologist. Sameer was diagnosed with major depressive disorder after showing an increase in symptoms over the previous three months. Several recent challenges in his family and academic life led the therapist to recommend interpersonal psychotherapy for adolescents. The term interpersonal psychotherapy in the passage refers to
☐ a- one to one interaction concerns ☒
☐ b- a treatment for mental illness
☐ c- an approach to treat mood disorders
- 4- Basit was attending a training session organized by his company as they are planning to allocate him a special task. Although he was trying hard to listen and understand the things, but throughout the session he was questioning himself, whether he would be able to absorb all the important technical information that is required to perform the job well. Basit's this listening behavior is known as:
☐ a- Listening style ☒ b- Listening apprehension ☐ c- Self-concept ☐ d- Process approach
- 5- Ashfaq is going to have his online English class at 11:00 AM. At 10:50 AM he turns off his background music, cell phone and irrelevant Web sites on computer so that he can _____ the lecture.
☒ a- Attend ☐ b- Understand ☐ c- Remember ☐ d- Evaluate