



COMSATS University Islamabad, Lahore Campus

Department of Humanities

Terminal – Fall-2023

Course Title:	Communication Skills				Course Code:	HUM 103	Credit	3.0
Instructor/s:	Dr Saima Akhtar Chattha				Programme	Hours:		
Semester:	4	Batch:	Fall 23	Section:	Name:	Date:	09-01-2024	
Time Allowed:	3 Hrs				Maximum Marks:		50	
Student's					Reg. No.			
Name:	<u>Note: Attempt ALL questions in the answer book</u>							

Q.1 Write short answers for the following questions:

(Marks: 10)

- a- Define Listening. Explain how *listening* is different from *hearing*.
- b- Write a note to differentiate between *consideration* and *courtesy*.
- c- Briefly describe points to remember to deliver a good *presentation*.
- d- What is meant by *communication process*? What are the fundamentals of *communication*?
- e- Good CV takes you to the doorstep of your job. How far do you agree?

Q2. The following responses to job interview questions are flawed as some provide insufficient information, and others are quite inappropriate. Revise them to make them sound logical and appropriate:

(Marks: 10)

Qi. Tell me about yourself.

Answer: My name is (candidate's name). I have done BS in Chemical Engineering from COMSATS Institute of Information Technology, Lahore. That's all about me.

Qii. What is your greatest weakness?

Answer: I tend to lose my patience with incompetent people.

Qiii. What do you know about our company?

Answer: I have heard that you pay well.

Qiv. What are your long-term career objectives, and what steps have you taken toward obtaining them?

Answer: I want to be the CEO of this company. I know that by working hard, I can someday be the CEO.

Qv. Describe a situation where you found yourself dealing with someone who didn't like you. What did you do?

Answer: I have never faced such problem. I get along with everyone and everyone gets along with me.

Q3. Arslan, being a studious and ambitious student, devotes himself completely to the study of core courses. According to him, what you say is more important than how you say it; therefore, he hardly considers oral, written, and nonverbal communication skills important. He argues that these skills are required by politicians or lawyers who have to persuade or influence people. He also thinks that in the future, he can use templates or hire a secretary to compose his official messages, so there is no need to improve his language skills.

Do you agree with his views? If not, give him a piece of advice to debunk his false beliefs about the importance of communication skills. **(Marks: 10)**

Q4. Sara is serving as manager of HR at ALbasit Electronics. Although she possesses good communication skills and excellent writing skills, she feels quite uncomfortable while giving oral presentations, especially when facing a larger audience is a big deal for her. She has a profound stage fright, which ruins all her preparations for effective oral presentation. She rushes the openings and focuses on her looks and body language most of the time during her presentations.

Task: identify the real problem Sara is facing and suggest her five strategies to overcome anxiety. **(Marks: 10)**

Q.5: Write a cover letter based on the given advertisement. (Marks: 10)

WE'RE HIRING!

JUNIOR SOFTWARE DEVELOPER

3 months introduction and training on areas:

TFS + VS + IIS
SQL
C# and OOP
ORM technology

MVC + API
Javascript + JQuery
Client-side
framework

IF YOU HAVE

BaC in Computer Science

Problem solving &
analytical mindset

Excellent teamwork and
interpersonal skills

Interest in: TFS + VS + IIS,
SQL, C# and OOP, ORM
technology, MVC + API,
Javascript + JQuery

WE OFFER

Attractive work
environment

Agile development

International presence
with high quality
products

Full-time position with the
possibility to consider
your individual interests
and needs

Send your CV to arr@inscale.net

INSCALE