

ACAD-27 a)	Shri Ramdeobaba College of Engineering and Management, Nagpur -440013	Iss. No.: 01, Rev. No.: 00
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Department: CSE (Data Science), Humanities	Semester: III Course Code: HUT253 Course Name: Business Communication	Page: 01/01
Programme: BE	Test 1	Date of Exam: 30/12/2021
Max Marks: 15	Session: 2021-22	Time: 1 Hr

Que. No		Marks	CO
Q.1	<p>I was asked to make a presentation on ‘effective presentation skills’ on 26<sup>th</sup> June 2021 in the auditorium of my college. On the assigned date I started my presentation on time. Soon I realized that my audience, who were teachers of my institution, were getting bored. One of the senior faculty members remarked at the end of the presentation that senior teachers like him should not have attended the presentation as after 25 years of teaching experience, he did not want to be told by a junior about the skills to present before his students.</p> <p><b>Identify the communication barrier (mention the exact name of the barrier and not its category), how did I create it, and the possible solution.</b></p> <p>Answer I created inter-personal barrier by not doing the correct audience analysis. When the task of “effective presentation skills” was handed over to me, the first thing I should have asked myself and the organizers is who are my audience, what is their level of knowledge, and what are the aspects about presentation skills they are not likely to know (in terms of latest presentation tools or skills). I won’t have bored or offended my audience in that case.</p>	(02)	CO1
Q.2	<p>Explain the four quadrants of the Johari Window with correct illustration</p> <p>Answer</p> <ol style="list-style-type: none"> <li>1. illustrates the four quadrants</li> <li>2. mention the names of the quadrants – Free space, blind space, hidden, and unknown space</li> <li>3. Explain each of the above quadrants</li> <li>4. Give examples for each quadrant.</li> </ol>	(04)	CO2
Q.3	<p><b>Identify if the following scenarios indicate any issues with email etiquettes. Give reasons for your affirmation or refutation:</b></p> <ol style="list-style-type: none"> <li>1. Shreya wrote an email to HOD of her department explaining the issues she was facing with the possible solutions that the Department can help her with. The HOD responded to her email after six days.</li> </ol> <p>Yes, there is an issue with the email etiquettes of the HOD of Shreya’s department. Shreya was facing an issue and the solution lay with the department. Courtesy demanded that the HOD should have responded immediately to her email, either by replying directly to her and asking her to meet the HOD or could have directed to a faculty in the Department who could solve the problem. In the second case, the HOD could have spoken to the faculty first about the issue Shreya is facing, and then replied to Shreya by adding the faculty in CC of the</p>	(05)	CO2

	<p>email.</p> <p>2. The team leader of the HR Dept was asked to organize an event for all the employees of the company. With over 5,000 employees, the event required careful planning with the team members. The team leader wrote an email to 10 of his immediate team members whom he was going to appoint as the chief organizers. In the email, he put the name of five employees in the recipient address and five in the CC.</p> <p>Yes, there is an issue with the email etiquettes of the team leader of the HR department. When he/she was going appoint 10 team members as chief organizers then he/she should have put all the 10 email IDs in the TO (the recipient's address) of the email. By adding five in the TO and CCing to the other five he/she has created a misunderstanding that only five people will be the organizers, while the rest have only received that email for information. As a result, they will ignore the instructions in the email.</p>		
Q.4	<b>Do as directed</b>		CO3
a.	<p>Identify the error in mechanics and rewrite the following sentence by correcting the same:</p> <p><i>The company withdrew the leave provision of fifty-six employees of the organization. 56 employees decided to resign.</i></p> <p><i>Answer</i>  <i>The company withdrew the leave provision of 56 employees of the organization. Fifty-six employees decided to resign.</i>  I did not ask any student to restructure the sentence. Only the mechanics had to be corrected and the mechanics in this case was 56.</p>	(02)	
b.	<p>Rewrite the following sentence by correcting the error in punctuations:</p> <p><i>The concept of 'right to work' created by Mr. Abc was a pioneering work of art.</i></p> <p><i>Answer</i>  <i>The concept of 'right to work', created by Mr. Abc, was a pioneering work of art.</i></p> <p><i><u>Created by Mr. Abc</u> was a sentence interrupter and thus had to be separated by commas</i></p>	(01)	
c.	<p>Fill in the blanks with the correct word:</p> <p><i>I will definitely _____ my vote as it is my right (cast/caste)</i></p> <p><i>Answer</i>  I will definitely <u>cast</u> my vote as it is my right (cast/caste)</p>	(01)	