

	Course Name:	Communication and Presentation Skills	Course Code:	SS1008
	Degree Program:	BS CS/BDS/SE/R	Semester:	Spring 2023
	Exam Duration:	60 Minutes	Total Marks:	30
	Paper Date:	28 th February 2023	Weight	15%
	Sections:	ALL	Roll No.:	
	Exam Type:	Midterm I	Section:	BDS-2A
Instruction/Notes: Attempt all questions on the answer sheet.				

Q1: Identify five errors in the slides and suggest corrections. Be specific (10)



Waterwayz



Discription
 Areas of water including rivers, canals, streams, lake and reservoir
 All rivers, canals and streams shoud normally be represented as a linear ways
 ♦ waterway=river
 ♦ waterway=stream
 ♦ natural=water
 ♦ water=*

Waterways include water features including rivers, canals and streams, as well also lakes, reservoirs and cools. Flacess' features include locks, weirs, rapids.

1. Wide rivers, lakes, reservoirs and islands
2. Waterfalls, rapids and whitewater sports
3. Man-made structures

Canal & River Trust

Q2: Read the case study and answer the questions that follow: (Marks: 10 + 6)

Junaid Akram, the CTO at the Arbisoft Networking, arrived promptly for his 10 AM meeting with Maria Ghafoor, the head of Sales and Marketing at Innovative Software. Junaid had to introduce the new product which is an innovative transport-finder app, Raasta. Maria had not arrived until 10:20, so Junaid asked her secretary if she was out of office for the morning. The secretary smiled and said, "She'll probably be a few minutes late." Junaid did not like this delay and was convinced that Maria had forgotten about the appointment.

Finally, at 10:50, Maria entered the office, casually said 'hello' to Junaid and went to talk to her secretary, and to top it all she was not dressed in a formal attire. Ten minutes later, Maria led Junaid to her office, and asked John, "What's new today?" As Junaid began to talk about the recent Sales deal, Maria began reading the letters on her desk and signing them, Shortly after that, her mobile rang after which Maria talked to her husband for 10 minutes.

As she hung up, Maria looked at John and suddenly realized his frustration. She promptly put her mobile on silent, and then Junaid began to run his presentation. Maria leaned backward in her chair, pulled the duster out of a desk drawer, and began to clean the desk, brushing the dust off the desk. About that time, the phone started to ring again.

Junaid was already annoyed by Maria's lack of assistance, and he moved behind the desk to confront her. Maria picked up the ringing telephone and turned her back towards him, looking away from him while she was talking. Junaid couldn't believe Maria's rude attitude and he walked away and left the office.

Questions:

- I. Describe the non-verbal communication cues that aggravated or worsened the situation.
- II. Suggest three ways to improve communication between the two individuals?

Q3. Public speaking apprehension is the level of fear a person experiences when anticipating or actually speaking to an audience. According to the National Institute of Mental Health, as many as 75 percent of us suffer from some public speaking anxiety (Fear of Public Speaking Statistics, 2013). What are the techniques to effectively manage speech apprehension. Explain any two with examples. (4 Marks)