# FastNational University of Computer & Emerging Sciences, Karachi Spring 2022, CS-Department

**Assignment II**

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| **Course Code: SS152** | **Course Name: Communication and Presentation Skills** |
| **Instructor Name: Khadija Shereen** | |

**Instructions:**

* **Attempt this assignment in groups.**

# Answer all question.

**Group members :**

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* 1. **Rewrite the following sentences by following the instructions given in the brackets: [10 marks]**
     1. We are pleased to announce that we have selected you to join our trainee program. (Incorporate you-attitude)

You have been selected to join our training program. (Revised)

* + 1. Each attorney has ten minutes for his summation. (Make gender friendly)

Each attorney has ten minutes for their summation. (Revised)

* + 1. It is impossible to move forward without community support. (Make it positive)

It is possible to move forward with community support. (Revised)

* + 1. The food was unappetizing. (Make it concrete)

Food tasted like boiling water, there was no seasoning. It had no taste at all. (Revised)

* + 1. In regard to the evaluation reports, they must be complete and finished by the fifteenth of the month. (Make it concise)

Evaluation reports must be completed by fifteenth of the month. (Revised)

# Rewrite the following statements making by making them concrete. [6]

* + 1. This year we sold more AC than last year.

Our AC sales this year were 78% higher than last year. (Revised)

* + 1. To excel in the university, you will have to work hard.

To excel Academically in the university, you will have to work hard on your Courses. (Revised)

* + 1. Tim ordered some food at the cafeteria.

Tim ordered one regular Pizza and one Chicken Burger at the cafeteria for dinner. (Revised)

# Make the following wordy sentences concise. [6]

* + 1. In due course, we will be updating you about your departure timings.

You will be updated about your departure timings. (Revised)

* + 1. The bill was passed with the consensus of the opinion of the government and the opposition.

The bill was passed with agreement of Government and the Opposition. (Revised)

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* + 1. Due to the fact that the main engine stopped working, the plane crashed.

The plane crashed because the main engine stopped working. (Revised)

# Make the following email more courteous. [5]

Karim,

I wanted to let you know that I am not happy with some of you in your department who always hijack the discussion at our weekly meetings. You need to learn business ethics. I have a lot of projects, and I really need time to get my team's progress discussed as well. You are here to work productively. So far, thanks to your department, I haven't been able to do that. Can you make sure they make time for me and my team next week?

Thanks

(Revised)

Respected Mr. Karim

I am writing to inform you that since we have worked together in the past on several projects, I will be looking forward to work with you in my upcoming project as well. I and my team would appreciate it if you and your team can arrange a meeting for us to discuss these projects next week? We will be grateful to you and your team.

Best,

Regard Phil.

**OR**

Respected Mr. Karim

I would like to notify you that the way your team takes time at meeting discussion is discouraging, everyone deserves time to present their team progress, which is difficult to complete with this situation. Therefore kindly make sure your team adjust time for other teams.

Thanks,

Phil.

# Rewrite the following statements making them more considerate. [3]

* + 1. I have worked hard to get you the best deal possible.

You have been provided possible best deal by working hardly. (Revised)

* + 1. We will no longer allow you to charge up to $15,000 on your Visa Gold Card. Your new limit will be $5,000.

You are restricted to charge up to 15,000 on Visa Gold Card, your new limit is 5,000. (Revised)

* + 1. Dear Mr. Jones,

I am happy to inform you that we have approved your loan.

Respectful Mr. Jones,

Congratulations, Your loan has been approved. (Revised)

# Select the correct option. [10]

1. **Which of the following explains how listening differs from hearing:**
   1. Listening is an active process
   2. Listening happens automatically
   3. Listening prevents distractions
   4. **Listening ensures comprehension**

# The purpose of active listening is to

* 1. Let the speaker know that you agree with the message and plan to act on it.
  2. give the speaker your opinion.
  3. help make boring lectures more interesting.
  4. **let the speaker know that the message has been heard and understood.**

# When you listen to a political candidate’s speech, which of the following is the main reason for active listening:

* 1. To judge if s/he is trustworthy
  2. **To form an opinion**
  3. To give honest responses
  4. To connect with people

# A direct benefit of active listening is

* 1. a job promotion
  2. less need for homework
  3. more freedom at home
  4. **focused communication**

# Fizza can’t quit thinking about her father’s recent job loss and has trouble listening to her friend talk about her wedding dress. This is an example of

* 1. **an internal distraction**
  2. an environmental distraction
  3. focused attention
  4. random thoughts

# Which of the following people would likely be a good listener:

* 1. **A goal-oriented person**
  2. An empathetic person
  3. An opinionated person
  4. A judgmental person

# Which of the following methods is most likely to help a listener avoid random thoughts from occurring when listening:

* 1. **Visualizing the words that the speaker is using**
  2. Turning off and putting away his/her cell
  3. Finding a quiet location without distractions
  4. Using eye contact and looking at the speaker

# An active-listening “frame of mind” prepares you to look for the meaning behind a speaker’s message.

**One important way to do this is to**

* 1. **put yourself in the speaker’s place.**
  2. share your tips for effective speaking.
  3. prepare an argument that disagrees with the speaker.
  4. give the speaker at least 10 minutes to get the message across.

# When a listener concentrates on every word spoken and misses the main message, s/he is guilty of

* 1. being judgmental.
  2. distracted thoughts.
  3. **over-listening.**
  4. being empathetic.

# Derek is listening to Amir talk about his new job working at a fast-food place. Amir says, “I’m looking forward to my first full-time job.” He is slumped in his seat and staring at the floor. Which of the following is a good interpretation of Amir’s message?

* 1. He is not excited because no one likes working in fast food.
  2. He is not excited because his body language doesn’t match his words.
  3. He is excited because he clearly said that he is looking forward to the job.
  4. **He is excited, but he has poor communication skills.**

# Read the following case study and answer the questions that follow:

Asif studies CS at a university. He is a third-year student. Recently, he got an internship opportunity and has joined a company as an intern in the IT department. Asif meets interns from other universities and wants to have a nice working relation with them. He meets an intern, Jamal, and asks him about his routine. When Jamal starts outlining his daily activities, Asif jumps in and adds how his own routine is not only similar to Jamal’s but also more difficult. To this, Jamal replies that he can prove that his university is a tougher place to study at than Asif’s and starts giving examples. To this, Asif starts explaining how he was struggling with time management in the last semester. Jamal feels frustrated and tells Asif that he has to attend to some work and will catch up with him later.

Next, Asif attends a meeting where the manager is briefing about a task. Asif is listening carefully. Suddenly, the manager mentions the word “database” and this reminds Asif of an important course project in which he has to write a report on the current database management technologies. Asif suddenly realizes he is attending an important meeting, and tries to focus on the manager. He realizes that he has missed some important piece of information, but he pretends to have understood the task.

Later, he feels uneasy and worried as he missed an important piece of information in the meeting. He thinks that why not ask the other interns about the briefing and get the missed information. When Asif plans to talk to two other interns who attended the meeting, he feels that he studies at a better university and he can probably figure things out on his own than ask students from less popular universities for help as he is bound to be smarter than them.

When Asif submits his work to the manager, the manager is disappointed that Asif has failed to address an important query.

# How will you rate Asif’s listening skills? (Poor, average, satisfactory). Give at least one reason for your answer. Answer in 2 sentences only. [1]

# Ans: Asif’s listening skills are Poor. Which can be determined by not listening concentratedly

# Manager and other one he jumped onto conclusion while listening to Jamal.

1. **Why is Jamal frustrated? Explain. Answer in 1 sentence only. [1]**

**Ans :** Because his point was not considered properly, Asif was not paying attention to his evidences

# What is the cause of Asif’s poor listening in the meeting? A phrase will be enough as the answer. [1]

# Ans : Less concentration, Mental distraction

1. **What prevents Asif from consulting the other interns to get the missed information? What exact cause of poor listening discourages him? One sentence will be enough. [1]**

**Ans :** He judges from their background.

# Give THREE key guidelines to Asif to improve his listening. Refer to the course material. Also tell Asif how to implement your suggestion. Please write no more than 2 to 3 sentences for each guideline. [2+2+2]

# Guidelines

# 1 ) Focus your listening

# Listen for Evidences ( as he did not listened Jamal’s evidences regarding his universities tough life.

# 2) Suspend Judgment: Stop being judgmental as Asif judged other interns considering their universities

# 3) Resist Distraction: Asif resist distraction as he was distracted in meeting by word “database”. He should be able to get rid of all type of distractions.