



Subject Code :- HU-109
Date :- 29 March, 2019
Max Marks :- 50
Instructor :- Aaminah Hassan

Subject :- Communication skills
Timing :- 12:00- 13:00 hrs
Max Time :- 1 hr.

[Signature]
25/03/19

Note: Attempt all Questions. Marks are given against each question. Do not forget to attach the question paper with the answer sheet. Cutting and overwriting in objective type questions is not allowed.

S/No		Marks
CLO 1 PLO 10	<p>Q1. Comprehend the communicative behavior from the following statements.</p> <ol style="list-style-type: none"> "It really doesn't matter that much." "I just want to keep the peace" "I respect the rights of others" "You owe me." "I'm right and you're wrong." "I'll get my way no matter what." "It's all your fault." We are equally entitled to express ourselves respectfully to one another." "I realize I have choices in my life, and I consider my options." According to Aristotle, Ethos appeals to _____. a) Tragedy b) Credibility c) Feelings d) Reason ✓ "It is possible that" can be replace by _____. a) May b) Might c) Can d) All of the above ✓ Persuading someone using facts and logic is called _____. a) Ethos b) Pathos c) Logos d) Empathy ✓ "Due to the fact" can be replaced with _____. a) As b) Even though c) Although d) because ✓ Most people usually think that many cubs are generally pretty cute" lacks, a) Clarity b) Conciseness c) Concreteness d) courtesy ✓ 	(14)

CLO1 PLO 10	<p>Q2. Rewrite the following statements considering the seven principles of effective communication. (7C's)</p> <ol style="list-style-type: none"> 1) Because a great many of the words in this sentence are basically unnecessary, it would really be a very good idea to edit somewhat for conciseness. 2) How is it possible that you didn't reply my email so far? 3) You are completely off base in your research proposal. 4) The average student may end up spending too much of his money on software. 5) Meeting is in the office. 6) –"Dr. Gordon, I would be interested in your take on the question of divine sovereignty vs. human responsibility and I would also like to invite you as a speaker for our university seminar." 7) Mr Smith, the men from accounts and the girls from marketing want to see you. 	2*7= 14
CLO 1 PLO 10	<p>Q3. "To the blind eye, communication would seem like a relevantly easy concept to define". Explain the complexity of human communication in your own words.</p>	(12)
CLO 3 PLO 10	<p>Q4. "Effective listening includes being open-minded to the ideas and opinions of others". To What extent do you think prejudice and bias influence our listening? Illustrate.</p>	(10)

GOOD LUCK

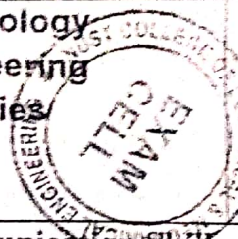
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National University of Sciences and Technology
College of Electrical and Mechanical Engineering
Department of Basic Sciences & Humanities
2nd Sessional –Spring Semester 2019
DE- 39 CE(A&B)



Subject Code :- HU-109
Date :- 10-5-2019
Max Marks :- 50
Instructor :- Aaminah Hassan

Subject :- Communication Skills
Timing :- 12:00- 13:00 hrs.
Max Time :- 1 hr.

3/5/19

Note: Attempt all Questions. The answer should be logically developed, relevant and to the point. Attach the question paper with answer sheet. Cutting and overwriting in Q 1 is not allowed. *Understanding the paper is part of examination. No queries will be entertained.*

S/No		Marks
CLO 3/PLO 10	<p>Q1. Identify the following statements as true or false. Briefly state your reason if the statement is false.</p> <ol style="list-style-type: none">1. In communication, an attitude of prejudice makes people from other cultures feel that you do not value them.2. Ethnocentrism is an illogical looking down on others without prior understanding of the culture or person.3. It was an extreme prejudice that created the social situation of segregation in the world and can still cause contempt between people of different cultural backgrounds.4. Examples of prejudiced communication can be seen in name calling that relates to cultural or religious attire or negative adjectives placed before the group name.5. Saying that all Asians are good at sports is an example of prejudice	5*2=10
CLO 2/PLO 10	<p>Q2. Effective communication is about having a positive attitude. Convert the following negative statements to positive.</p> <ol style="list-style-type: none">1. We will not be able to supply you with the books unless your full delivery address is provided.2. Purchases over \$1,000 cannot be approved by anyone else except the Sales Manager.3. You did not include your address so we are unable to issue a refund.4. You do not qualify for a discount if you are not 55 or older.5. Due to missing information, the claims department rejected the bill.	5*2=10

CLO 3/PLO 10	Q3. Daniel Goleman identified self-awareness, self-management, social awareness and relation management as four important factors of emotional intelligence. Analyze these concepts citing relevant real life examples.	15
CLO 2/ PLO 10	<p>Q4. Following is an example of bad email message. Organize the message of the following email and improve its content to make it effective.</p> <p>Subject: tomorrow</p> <p>As you know, tomorrow afternoon we'll be meeting to discuss the status of all of our current projects. Donuts will be provided. Be sure to arrive on time and bring along the materials you have been working on this week—bring enough copies for everyone. Some of these material might include your calendars, reports, and any important emails you have sent. Also, I wanted to remind you that your parking permit requests are due later this week: you should turn those in to Ms. Jones, and if she is not at her desk when you stop by, you can email them to her.</p>	15

GOOD LUCK