

Professional Communication Skills (303193203)

Question Bank

Unit 1: Technical Writing – Email Etiquette & Letter Writing

Short Questions:

1. What is the structure of a formal email?
2. Name two types of business letters.
3. What is the purpose of the “CC” field in an email?
4. Define a cover letter.
5. What is full-block style in letter writing?

Long Questions:

1. Explain the key rules of professional email etiquette with examples.
2. Compare formal and informal email formats with examples.
3. Discuss the structure and essential parts of a business letter.
4. Draft a letter requesting a quotation for office supplies.
5. Write an email introducing a new team member in your department.

Unit 2: Interpersonal Communication in the Workplace

Short Questions:

1. What is interpersonal communication?
2. Define empathy in communication.
3. Name one non-verbal cue used in workplace communication.
4. What is active listening?
5. What is the importance of feedback?

Long Questions:

1. Describe the elements of effective interpersonal communication in the workplace.
2. How can empathy enhance workplace communication?
3. Explain the role of cultural sensitivity in interpersonal interactions.
4. Describe how active listening improves team communication.
5. Discuss common communication barriers and strategies to overcome them.

Unit 3: Debate – The Three-Minute Debate Planner

Short Questions:

1. What is a formal debate?
2. What is a rebuttal in debate?
3. Name one benefit of participating in debates.
4. Define the role of the affirmative team in a debate.
5. Mention one example of a debate topic.

Long Questions:

1. Explain the structure and format of a formal debate.
2. Draft a 3-minute speech on “Homework promotes learning”.
3. Describe how to anticipate and respond to counterarguments in a debate.
4. Discuss the rules and etiquette to be followed during a debate.
5. Explain how debating skills can help in academic and professional development.

Unit 4: Goal Setting & Tracking

Short Questions:

1. What are SMART goals?
2. What is goal prioritization?
3. Define short-term goals.
4. What does brainstorming help in goal setting?
5. State one benefit of tracking goals.

Long Questions:

1. Describe the process of goal setting and tracking with examples.
2. Explain how to develop effective performance and process goals.
3. Discuss strategies to overcome roadblocks in achieving goals.
4. Write about the importance of commitment strategy and self-reward in tracking progress.
5. Explain the difference between outcome, performance, and process goals.

Unit 5: Time Management & Task Planning

Short Questions:

1. What is time blocking?
2. What is the Pomodoro technique?
3. Define procrastination.
4. What is the Eisenhower Matrix used for?
5. Why should we learn to say “no”?

Long Questions:

1. Discuss the principles and strategies of time management.
2. Describe the benefits of task planning using examples.
3. How can time management improve academic and personal productivity?
4. Explain task prioritization and delegation with real-life scenarios.
5. Discuss common time-wasters and how to minimize them.

Unit 6: Reading Comprehension Skills: Intermediate Level**Short Questions:**

1. What are reading comprehension skills?
2. Define decoding.
3. What is fluency in reading?
4. Name one benefit of reading comprehension skills.
5. What is sentence cohesion?

Long Questions:

1. Describe the components and importance of reading comprehension.
2. Explain how vocabulary affects reading comprehension.
3. Discuss strategies to enhance sentence construction and text cohesion.
4. How does background knowledge improve comprehension?
5. List and explain at least five examples of reading comprehension skills.

Unit 7: Vocabulary Building and Usage in Technical Context**Short Questions:**

1. Define technical vocabulary.

2. What are synonyms?
3. What is the meaning of “jargon”?
4. Mention one tool to improve vocabulary.
5. What is context-based learning?

Long Questions:

1. Explain the importance of vocabulary in technical communication.
2. Describe techniques to build technical vocabulary effectively.
3. Discuss the impact of poor vocabulary on communication.
4. Explain the difference between general and domain-specific vocabulary.
5. Design a vocabulary learning strategy for engineering students.

Unit 8: Presentation Skills

Short Questions:

1. What is a presentation?
2. Mention one element of a good slide.
3. Define body language in presentation.
4. Name one way to handle audience questions.
5. What is the role of voice modulation?

Long Questions:

1. Explain the structure of an effective presentation.
2. Discuss the do’s and don’ts of a PowerPoint presentation.
3. How can non-verbal cues improve presentation delivery?
4. Describe the preparation required before giving a formal presentation.
5. How to handle stage fear and nervousness during a presentation?

Unit 9: Group Discussion Skills

Short Questions:

1. What is a group discussion?
2. Name one skill required in GD.
3. What is the role of a moderator?

4. Mention one phrase used to enter a GD.
5. Define consensus.

Long Questions:

1. Describe the key strategies to perform well in a group discussion.
2. Discuss the importance of listening in GD.
3. How to handle disagreements during a group discussion?
4. Explain the format and evaluation criteria of a GD.
5. Write a mock GD script on “Is digital education better than traditional education?”

Unit 10: Non-Verbal Communication

Short Questions:

1. What is kinesics?
2. Define posture.
3. What is proxemics?
4. Mention one type of gesture.
5. What is a micro-expression?

Long Questions:

1. Explain the different types of non-verbal communication.
2. Describe the role of body language in professional interactions.
3. Discuss the significance of eye contact and facial expressions.
4. How can non-verbal cues complement or contradict verbal messages?
5. Illustrate with examples the use of non-verbal communication in workplace settings.

Unit 11: Assertive Communication and Voice Projection

Short Questions:

1. What is assertive communication?
2. Define voice projection.
3. Mention one benefit of assertiveness.
4. What is tone modulation?
5. What is the opposite of assertive communication?

Long Questions:

1. Discuss the characteristics of assertive vs aggressive communication.
2. Explain techniques to improve voice projection and clarity.
3. Why is assertive communication important in the workplace?
4. Describe scenarios where assertiveness is required and beneficial.
5. How can one develop and practice assertive behaviour?

Unit 12: Impromptu Speaking and Role Play**Short Questions:**

1. What is impromptu speaking?
2. Define role play.
3. Name one tip to speak confidently without preparation.
4. What is the purpose of role playing in communication training?
5. Mention one benefit of practicing impromptu speech.

Long Questions:

1. Explain the structure and strategies for impromptu speaking.
2. Discuss how role play activities can improve communication skills.
3. Describe how to prepare mentally for spontaneous speaking situations.
4. Compare extempore and prepared speeches with examples.
5. Design a classroom activity involving impromptu speaking and feedback.