



# HSS103/HSS203

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## M S RAMAIAH INSTITUTE OF TECHNOLOGY

(AUTONOMOUS INSTITUTE, AFFILIATED TO VTU)

BANGALORE - 560 054

### SEMESTER END EXAMINATIONS - JANUARY 2016



Course & Branch : **B.E.-Common to All Branches**

Semester : **I / II**

Subject : **Professional Communication**

Max. Marks : **100**

Subject Code : **HSS103/HSS203**

Duration : **2 Hrs**

#### Instructions to the Candidates:

- Answer one full question from unit 1 and 2.
- Unit 3 has no choice. Candidates need to answer the entire unit.

#### UNIT - I

1. a) "Non-verbal communication is more powerful than the written communication." Justify with any five points C02 (05)
- b) Bring out any five factors that make the oral presentation effective. C02 (05)
- c) Face to Face communication is easier compared to Written communication. Justify the statement with any five appropriate examples. C02 (05)
- d) Discuss how paralinguistics can enhance our professional communication? C02 (05)
2. a) Name any five barriers to effective communication. C02 (05)
- b) Give any five outcome of maintaining healthy interpersonal communication at workplace. C02 (05)
- c) Explain the process of communication with a neat diagram. C02 (05)
- d) Define Kinesics. Give any three examples of kinesics. C02 (05)

#### UNIT - II

3. a) Name any five traits of effective listening. C02 (05)
- b) Differentiate between appreciative and active listening. C02 (05)
- c) Listening is quite challenging than speaking. Justify the statement. C02 (05)
4. a) Differentiate between hearing and listening with any two examples. C02 (05)
- b) Name any five strategies to improve listening skills. C02 (05)
- c) Empathetic listening improves interpersonal relationships. Justify. C02 (05)



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## UNIT - III

5. a) Identify the parts of speech of the underlined words in the given paragraph. C01/ (10)  
C02

Piercing the ears has a great importance in Indian ethos. Indian physicians and philosophers believe that piercing the ears helps in the development of intellect, power of thinking and decision making faculties. Talkativeness fritters away life energy. Ear piercing helps in speech-restraint. It helps to reduce impertinent behavior and the ear-channels become free from disorders. This idea appeals to the Western world as well, and so they are getting their ears pierced to wear fancy earrings as a mark of fashion.

- b) **Correct the error in the following sentences**

C01/ (05)  
C02

- 1) I will revert back by tomorrow.
- 2) Nobody are ready to come.
- 3) I saw good furniture's in the shop
- 4) I am driving on the bike.
- 5) I have spoke to my friend.

- c) **Do as directed in the brackets**

(09)

1. He is dancing on the floor. [Identify the part of speech.]
2. I applied \_\_\_\_\_ when I saw a child playing on the street (break/brake). [pick the correct word]
3. I enjoyed ..... (listening/hearing) to the music.
4. I have been \_\_\_\_\_ (play) cricket since my childhood [use the right tense with the verb given]
5. They had.... (cut) the cake into five pieces[use the right tense]
6. I play football. [change into simple future tense ]
7. I had been looking at the wall picture. [identify the tense]
8. He went across the street. [ pick out the preposition]
9. While she was reading, she heard a knock (Pick out the conjunction).



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- d) Fill in the blanks with the phrases given in brackets, Use C01/ (06)  
appropriate tense where necessary. (give out, fall apart, break C02  
down, do away, hang up, break out)

1. I could not reach the place as my car \_\_\_\_\_
2. The prisoners \_\_\_\_\_ of jail when the guards weren't looking.
3. It's time to \_\_\_\_\_ with all of these old tax records.
4. My new dress \_\_\_\_\_ in the washing machine.
5. They were \_\_\_\_\_ free perfume samples at the department store.
6. He didn't say goodbye before he \_\_\_\_\_



## UNIT - IV

6. a) Explain the following idea: any one C01/ (10)  
i) Success is not the destination but a journey. C02  
ii) Be and make.
- b) Construct paragraphs on the given statement: any one C01/ (10)  
i) The role of soft skill training in the B.Tech institutions in India. C02  
ii) The role of technology in Nation Building.

## UNIT - V

### 7. Answer the questions

- a) Assume that you have completed your Graduation in engineering. Draft C01/ (10)  
a cover letter along with your resume seeking job at Google as system C02  
administrator. You may address the letter to the Vice President, Human  
Resource, Google-India, Bangalore. You came to know about the  
openings in the classifieds appeared in the Deccan Herald dated  
December 28, 2015
- b) Assume that you are planning to take GRE exam and want to have C01/ (05)  
some details from your friend who has already cleared GRE. Draft a C02  
mail to your friend seeking details about the GRE coaching centers in  
Noida.

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