



Programme: **B.E (CSE+ECE+EE)**
Course Name: **Communication Skills (Basic)**
Maximum Marks: **50**

Year/Semester: **2018/18191**
Course Code: **HSS 102**
Time allowed: **3 Hours**

Notes:

- All questions are compulsory.
- The candidates, before starting to write the solutions, should please check the question paper for any discrepancy and also ensure that they have been delivered the question paper of the right course code.

Q. No.	Question	Marks
1. (a)	Describe any three types of Listening Skills with one example each.	3
(b)	Illustrate with examples three barriers to communication.	3
(c)	"Body Language plays a prominent role in communication." In the light of this statement explain its four major components.	4
2. (a)	You are the Course Instructor of Communication Skills, Course Code HSS 102. Write a memorandum to the respective Class Representative stating the syllabus covered and the evaluation criteria.	3
(b)	How do you interject yourself in a Group Discussion or a Meeting?	2
(c)	<i>All that glitters is not gold.</i> Illustrate, with two examples, in around 200 words.	5
3. (a)	<p>Read the following passage and answer the questions given below:</p> <p>There are basically three choices available to you when trying to influence people. The first is to ignore people and simply hope they will act in the best of your interest. You probably will agree that this is not a very practical option, since the results can be neither effective nor predictable. By ignoring other people, you are giving up any hope of influencing them and thus are surrendering yourself to the whims of fate. In effect, you are saying to the world, "I will leave you alone and, in return, I want you to do what I want," a naive and unrealistic expectation.</p> <p>The second option is to use coercion and force to compel others to act in the specific way you desire. The use of threats and intimidation may produce results, at least in the short term. Fear-inducing tactics, however, never bring out the best in the people, since people themselves must be the driving force behind their motivation if they are to put their hearts and souls into what they are doing. Fear forces people to operate in a survival mode. They may follow your instructions and orders to the letter, but seldom will they contribute any real energy or enthusiasm to their efforts.</p> <p>The third option is to persuade people to do what you want them to do simply because they really want to. People will do what you want them to do willingly in direct proportion to how they see their self-interest being served. In other words, you must convince people that they will receive real benefits and rewards if they follow the path you are suggesting. These benefits must be something the other party understands and inherently wants, for whatever reason. In effect, you are offering a reward that is valued by others in exchange for a reward that is valued by you. The</p>	

		highest reward you can offer people is to provide them with opportunities to maximize their full potential. Questions: (i) What does work done under compulsion and coercion tend to be marked by? (ii) What is the highest reward we can offer to make people work for us? (iii) According to the passage, which is the best mode of influencing people? (iv) What does the phrase 'fear-inducing tactics' mean? (v) How will you apply the third option to encourage your younger brother to study in order to excel in life? (vi) Which way, other than the three options discussed in the passage, can you think of to influence the people?	1 1 1 1 1 1
	(b)	Change the Voice: (i) Someone seems to have made a terrible mistake. (ii) The Government was urged to create more jobs.	2
	(c)	Change the Narration: (i) She told me to look where I was going as the road was full of holes and badly lit. (ii) "Fasten your seat belts; there may be a little turbulence," said the air hostess.	2
4.	(a)	Transcribe the following words: Search, Brushed, Crumble, Moustache, Technology, Ferocious	6
	(b)	Mark appropriate intonation in the following sentences: (i) I think you arrived on Sunday. (Uninterested) (ii) Will you be able to do it? (Mocking) (iii) I admire your courage. (Kind of reservation) (iv) When can you come? (Polite enquiry)	2
	(c)	Mark accent on the following words: Seniority, Aristocratic, Allow, Decrease (N)	2
5.		Find out the errors, highlight them and rewrite the correct words/phrases: A university in the UK has voted to replace hand clapping with 'jazz-hand waving'. The University of Manchester Students' Union voted in favour of replace clapping with 'jazz hands' to respect people who can be negatively affected by loud noise. The jazz hands action are the British Sign Language's form of clapping. It is simply the practice of waving one's hands in the air. Students' Union spokeswoman Sara Khan said that the vote were taken out of respect for many people who are affected by loud noise which include clapping and cheering. She said many people with conditions like autism, sensory issues and deafness tends to avoid public events because of loud clap and cheering. The vote have sparked a lot of criticism online. British broadcaster Piers Morgan tweet, "Britain is losing its mind." The debate even reached as far as the USA, where former Florida Governor Jeb Bush tweeted, "Not cool, University of Manchester. Not Cool." Representatives of the Students' Union hitted back, saying they represent the majority of students' views at the university. The Union said, "The policy was pass to encourage the use of British Sign Language clapping during our democratic events to make those events more accessible and inclusive for all." It added, "We are not banning audible clapping. We understand that some people may be more comfortable to continue using it."	10