

B. E. First Semester (ALL)/SOE_18-19_Rev_FY-201 Examination

Course Code : GE 2107

Course Name : Communications Skills

Time : 2 Hours]

[Max. Marks : 40

Instructions to Candidates :—

- (1) Attempt any **Four** questions out of **Six**.
- (2) All questions carry **Ten** marks.
- (3) Assume suitable data wherever necessary.
- (4) All questions carry marks as indicated.
- (5) Due credit will be given to neatness and adequate dimensions.
- (6) Diagrams and chemical equations should be given wherever necessary.
- (7) Retain the construction Lines.
- (8) Illustrate your answers wherever necessary with the help of neat sketches.
- (9) Use of Logarithmic tables, non – programmable calculator, Steam tables, Mollier's chart, Drawing instruments, Thermodynamic tables for moist air, Psychrometric charts and Refrigeration charts is permitted.
- (10) I. S. I. Hand Book for structural steel section, I. S. Code 800, I. S. 456, I. S. 875 may be consulted.

1. Solve Section A or B :

3+2+2(CO1)PO-10

- (A) (i) What is communication Process ? Explain the elements of communication with suitable diagram.
- (ii) What are the different levels of communication ? Explain any two.
- (iii) Draw a neat diagram of informal communication network with proper labeling.

OR

- (B) (i) Which communication networks are created while communication flows through hierarchical levels of organization ? Explain.
- (ii) State the advantages and disadvantages of Grepevine networks.
- (iii) Draw a neat diagram of the hierarchical chart of your organization with proper labeling.

2. Solve section A or B :

3+2+1(CO2)PO-10

- (A) (i) What are the different positions of vocal cords when the air flows through it ? Support your answer with an apt diagram.
- (ii) Which airstream mechanism is used by BRP ? Explain it in detail.
- (iii) Draw a neat diagram of the position of Nasal sounds with proper labeling.

OR

- (B) (i) What is the manner of articulation of post-alveolar sound ? Explain it with examples of English words starting with a post-alveolar sound.
- (ii) Explain the anti-penultimate word-stress rule with minimum 5 examples.
- (iii) State 2 examples of words with weak and strong syllables.

3. Solve section A or B :

3+2+2(CO3)PO-10

- (A) (i) What are the zones classified in the book 'The Hidden Dimensions? State its distances and unique features.
- (ii) What appropriate postures should a speaker acquire during a presentation ?
- (iii) State the different types of gestures used during presentation.

OR

- (i) Explain the following paralinguistics aspects :
- (a) Articulation.
- (b) Pitch.
- (c) Pace/rate.
- (ii) Write a short note on chronemics.
- (iii) State the advantages and disadvantages of impromptu mode of delivery.

4. Solve section A or B :

3+2+1(CO3)PO-10

- (A) (i) What are the expectations of the employer in a job interview? Support it with apt explanations.
- (ii) Which type of questions are asked to do a subjective evaluation of a candidate ? Support with examples.
- (iii) Which answering technique is used when a question is asked on a candidate's weakness ?

OR

- (B) (i) What are the basic types in interview on the bases of involvement and contribution ? Explain.
- (ii) What preparation should a candidate do before appearing for a telephonic interview ?
- (iii) Which techniques should be used to overcome nervousness ?

5. Solve section A or B :

(CO4)PO-9&10

- (A) (i) How does a traditional environment hinders group thinking ? Explain the GD technique used to take quick decisions in organization.
- (ii) How leadership is evaluated during GD ?
- (iii) What is the hidden agenda in the meeting ?

OR

- (i) State the steps taken by the Chairperson to motivate members to participate in the meeting.
- (ii) What are the different types of silence ? How the chairperson of a meeting should deal with such silence ?
- (iii) What framework should be used for case study ?

6. Solve section A or B :

- (A) (i) What is memo ? Explain types of memo.

- (ii) What are the characteristics of the report (explain any four)?
- (iii) State the guidelines for library search.

OR

- (B) (i) The Clean Food products Ltd., Kanpur has decided to provide internet surfing facilities to all its employees. As the managing Director of this company, draft a memo to be circulated among all the Divisional heads containing the following details. The location, number of computers to be made available timings, and procedure for lodging complaints if any.
- (ii) What are the types of personal observation and state the tips for successful observations.
- (iii) State the difference between oral report and written report.

