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PCE Question Bank

Q.1. Attempt the following.

1. communication by touch and body language are

Ans. (B) Haptics and Kinesics.

2. The two methods of verbal communication are ... and ...

Ans. (A) Oral and written.

3. Differences in position and authority can create a ... barriers.

Ans. (C) Organizational / status barriers.

4. Match the following:

(i) Power failure during an oral presentation : (a) barometer of morale

(ii) Gossip Grapevine : (b) Mechanical barrier

(iii) Jargon : (c) Recipient's address

(iv) Inside address : (d) Technical vocabulary

Ans. (A) 1-b, 2-a, 3-d, 4-c

5. Interpret both the gestures

• Frequently playing tie, buttons indicates

• Arms folded across the chest

Ans. (A) Nervousness & defensiveness.

6. Identify following as the special instruction type

• To avoid injury, keep fingers away from the flame.

Ans. (d) Precaution (c) Warning.

7. Identify the principle of business communication not followed in following statements

- we cannot accept your claim as it is not valid.

Ans. (A) completeness.

8. Match the columns

- | | |
|------------------------|----------------------------|
| 1. complete block form | (a) Letter of complaint |
| 2. seek compensation | (b) Reference |
| 3. your attitude | (c) open punctuation |
| 4. CAF /49/4931 70) | (d) Readers point of view. |

Ans. (C) 1-c, 2-a, 3-d, 4-b

9. Select correct option of synonyms of words mentioned below

1. Escape, 2. Imagination.

Ans. (B) 1. Flight, 2. Fancy

10. What kind of feedback is signalled by the following:-

- (C) 1. suspicious, 2. closed minded.
(B) 1. Imitation, 2. Happy.

Q.2.

B)

Ans.

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Sangham nagar,
Wadala,
Mumbai:- 400070
Website:- vit.edu.in

June 02, 2022

DR. Joseph

Dean,

Don Bosco Technical institute,
Banglore,

Subject:- Invitation to a great speaker to deliver a technical talk

Dear sir,

On the behalf of Vidylankar Institute of technology and IEEE committee, we are honoured to invite you to speak on the topic 'Virtual Reality'. The seminar is scheduled for 02 June, from 3.00 PM in VIT auditorium. This seminar is curated by our IEEE committee with an audience of entire EE Department. Our goal is to give detailed information and your opinions on Virtual reality. Your discussion on 'VR' will be a great addition to this event.

Yours truly,

Omkar Ramchandra Patil

Secretary

IEEE, VIT Mumbai

FOR EDUCATIONAL USE



c)

Ans.

Caution

Warning

- | | |
|--|--|
| (i) It indicates a hazard that could cause minor personal injury or property damage. | (i) It indicates a hazard that could cause severe personal injury, death or sustainable property damage. |
| (ii) Caution appears on a yellow background. | (ii) Warning appears on a red or yellow background. |
| (iii) Indicates minor hazards | (iii) Indicates major hazards. |
| (iv) Example:-
caution: the floor is slippery. | (iv) Example:-
warning:- This beach is dangerous for bathing at all times. |

E. Briefly explain various sensory cues used in communication.

Ans.

A Sensory cues is a statistic or signal that can be conducted from the sensory input by a precusser, that indicates the state of some property of the world that the perceiver is interested in perceiving.

Sensory cues include:-

- visual cues
- olfactory cues
- auditory cues
- environmental cues
- haptic cues

(i) Visual cue :-

These are sensory cues, received by the eye in form of light and processed by the visual system during visual perception.

Example:- An arrow pointing to an important piece of information.

An arrow pointing to an important piece of information.

(ii) Auditory cue :-

An auditory cue is a sound signal that represents.

An incoming sign received through ears, causing the brain to hear.

Example :- Smoke alarm, to attract the attention of user.

(iii) Haptic cue :- It is either a tactile sensation that represents an incoming sign received by the somatic system, or a relationship between tactile sensations which can be used to infer a higher level of information. When person tries to grab a ball, the hand

shape changes in order to enable catching of ball.

(iv) olfactory cue :- It is a chemical signal received by the olfactory system that represents an incoming signal received through the nose.

Example:-

Animal gets smell from food sources themselves.

(v) Environment cue :-

These are cues around a person that inform them what is happening and how to respond.

Example:-

We use the brake to stop the car when traffic light turns red.

F. Write a set of 8-10 instructions on changing a gas cylinder include relevant safety rotations.

- Ans.
- (i) Before attempting to connect a new full gas cylinder, you should check it for damage and make sure that the Safety seal is unbroken.
 - (ii) Break and remove the safety seal from the cylinder.
 - (iii) Remove the cap covering the gas cylinder connection point, also known as "dust cap".
 - (iv) Pay close attention to the valve and the rubber seal, making sure that both are in good condition & that there is no debris blocking the valve.

- D
- (V) Pick the regulator, as with the regulator switch to off position and lift up the locking collar.
- (vi) Place the regulator, on the gas cylinder connection point and push down.
- (vii) Release the locking collar.
- (viii) Gently tug on the regulator to make sure that is attached properly before flipping the regulator switch to on position.
- (ix) Wait & check is there any leakage of gas or not.
- (x) Before fitting regulator check that it should have a jubilee clip and be free from damage. If the tubing is showing any water or tear and is over 5 years old, you should replace it.

G. Write short notes on :-

(a) consideration :-

consideration implies stepping into the shoe of others. Effective communication must take the audience into consideration i.e. the audience view points background, mind-set, education level, etc. Make attempt to envisage your audience their requirement, emotions, as well as problems, Ensure that self respect of the audience to maintain and their emotions are not at harm.

It emphasize on "you" approach. Emphasis with audience & exhibits interest in audience. This will stimulate a positive reaction from the audience.

(b) letterhead :-

A letterhead is the heading at the top of sheet of letter paper. It consists of a name, address logo or trademark and sometimes a background pattern. Letterhead are generally printed by either the offset or letter press method. In most countries outside North America company. Letterhead are printed A4 in size (210 mm x 297 mm). Many companies & individuals prefer to create a letterhead template in word processor or other software applications. That generally includes the same information as pre-printed stationary but at lower cost.

H. Identify the barriers in following situations. How can they be overcome?

Ans:

(a) Psychological Barrier :-

These barriers occurs due to defective thinking, wrong mindset, impatience, pre-judice and many other reasons.

How to overcome - Be open to change, develop ideas without being rigid about your own perception.

(b) Sociocultural barriers are challenges in communication that arise mainly because of different cultures who have different cultural benefits.

How to overcome - Keep an open mind, avoid being, judgmental about the food habits, social practices, dressing or behaviors of people.

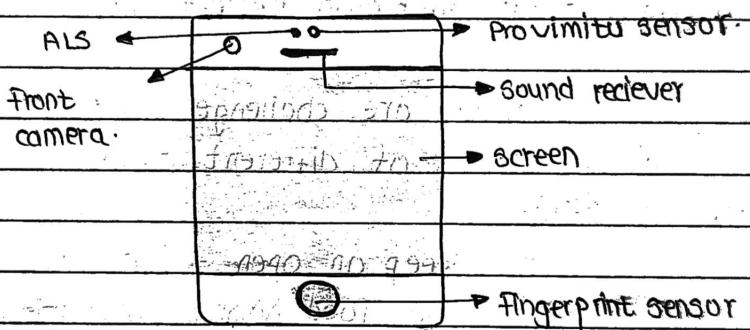
I. Albert Mehrabian through his 7%, 38%, 55% rule is indirectly pointing out the importance of non-verbal communication.

If substantial portion of our communication is non verbal.

Everyday we respond to thousand of non-verbal cues and behaviours including postures, facial expression, eye gaze, gesture and tone of voice. Facial expression are responsible

for a huge proportion of non-verbal communication while non-verbal communication and behaviours vary dramatically between cultures, the Facial expression for happiness, sadness, anger and fear are similar throughout the world.

J. A Smartphone is cellular telephone with an integrated computer and other features not originally associated with telephones such as operating system, web browsing & the ability to run software applications. The smartphone is basically a mini radio that is constantly on receiving end of other signals. The cell phone networks are separated into different cells each of different cells have antenna signal that sends out cell phone signals to all the phones in certain area.



K
Omkar Patil
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Mumbai :- 400103

06 July , 2022

chikot Garments
Datta wadi ,
Girgaon
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subject :- Claim regarding tshirts order sent by our institute.

sir,
we had placed an order of 29 specially printed t-shirts
on 5th April 2022. Even after giving ample time for printing,
there are multiple errors on t-shirt prints . I am attaching
printout of all correct spellings that have been mistaken
on the print. Also, the logo should be green and not blue.
Please take back t-shirts on the next monday and return
the correct ones as soon as possible.

warm regards,

Omkar Patil

co-ordinator, youth-festival
NES Institute,
Mumbai - 400103 .

L. Some ways of ensuring smooth flow of vertical communication are.

(i) Assign clear deadlines :-

upward communication, in particular can be slow so if subordinates needs approvals or notes from managers from their supervisors, give clear deadlines so a project can stay on track.

(ii) Hold regular meeting :-

subordinates and managers should be given plenty of opportunities to discuss their needs and raise operational

(iii) Offer opportunity for cross level communication, larger organizational meetings & opportunities for lower level employees to face time to have fun time with high-up can paint a more precise picture of ceremony's mission & give worker a chance to ask questions of those they may not usually collaborate with.

(iv) share information = with holding impact information negatively impact work less efficiency.

A. The above mentioned phrase explained human communication in its way. 'one cannot communicate means that humans communicate as soon as they perceive each other.

From this it follows that every kind of interaction is

• there is no anti behaviour; it is impossible not to communicate. Even if not be communicate.

There is no anti behaviour; it is impossible not to communicate is being avoided, that is form of communication "symptom strategy" is our silence to something that is beyond your control. Example:- of symptom strategy are sleepiness etc.

This sentence was said by the Austrian communication expert Paul Watzlawick. When it comes up to the communicate, we consider consistently "from inside to outside". To us, communication is what of express in our goal deliveries. On contrary, the action is what to express in ~~the~~ our oral activities.

means that even when one it is not actively sending a message or when words are not coming out of your mouth, or being coming across keyboard from your typing; you are still communicating.