



Course:	Communication and Presentation Skills	Course Code:	SL1008
Program:	CS	Semester:	Spring 2022
Duration:	15 Minutes	Total Marks:	15
Date:		Weight	
Section:	CS-	Page(s):	1
Exam:	Quiz-I	Roll No:	

Instruction/Notes: Choose the correct option. Cutting and over-writing will be marked Zero

1. Receiver is the person who _____ and attaches some meaning to a message.

- A. notices and encodes
- B. notices and decodes
- C. write and encodes
- D. encodes and decodes

2. _____ context refers to the relationship between sender and the receiver.

- A. Physical
- B. Cultural
- C. Social
- D. Historical

3. Environmental barriers are the same as _____ noise.

- A. Physical
- B. Social
- C. Psychological
- D. Sociological

4. Letter, e-mail telephone are examples of _____.

- A. Message

B. Feedback

C. Channel

D. Encoding

5. The person who transmits the message is called the _____.

- A. Sender
- B. Giver
- C. Taker
- D. Receiver

6. _____ is an Informal interaction between two people who have an identifiable relationship with each other.

- A. Intrapersonal
- B. Interpersonal
- C. Small group
- D. Public

7. "Communication is a process" means that

- A. communication has clear beginning and ending points.
- B. communication resembles still pictures more than motion pictures.

C. communication is ongoing and continuous.

D. communication consists of discrete and separate acts.

8. Participants are people who assume the roles of _____ during an interaction.

A. Sender and Receiver

B. Sender

C. Receiver

D. Encoding

9. _____ refers to distractions aroused by certain symbols that take our attention away from the main message.

A. Internal noise

B. Feedback

C. Semantic noise

D. Channel

10. _____ refers to thoughts and feelings that compete for attention and interfere with the communication process.

A. Semantic noise

B. Physical noise

C. Internal noise

D. Feedback

11. _____ put together with careful thought when we recognize that our known scripts are inadequate for the situation.

A. Scripted messages

B. Spontaneous expressions

C. Constructed messages

D. Immediacy X

12. _____ phrasing learned from past encounters that we judge to be appropriate to the present situation.

A. Feedback

B. Constructed messages

C. Scripted messages

D. Spontaneous messages

13. _____ any stimulus that interferes with the process of sharing meaning.

A. Channel

B. Noise

C. Meaning

D. Feedback

14. The moods and feelings each person brings to a conversation _____

~~A. Social context~~

B. Physical context X

~~C. Psychological context~~

D. Cultural context Y

15. A model of communication between two individuals includes _____ channels.

~~A. Sending and Feedback~~

B. Interpersonal and feedback

~~C. Sending and Intrapersonal X~~

D. Small group and sending X

(14)

National University of Computer and Emerging Sciences, Lahore



Course: CPS Lab	Course Code: SL1008
Program: BSCS/SE/DS	Semester: Spring 2022
Duration: 15 Minutes	Total Marks: 15
Paper Date: April, 2022	Weightage: Quiz
Section:	Date: 1 June 2022

Name: _____

1. Which of these is the element of non-verbal communication?
 - The gestures of the speaker
 - Posture
 - Eye Contact
 - All of the above
2. Which of these is not a non-verbal means of conveying information?
 - Pictures
 - Signs
 - Words
 - Body movement
3. Friendship-warmth touch
 - leads to the most misunderstandings between people
 - is most ambiguous type of touch?
 - is the least intense form of touching?
 - Both a & b
4. To communicate competently with nonverbal communication
 - monitor your own nonverbal communication
 - try to match nonverbal and verbal communication to avoid mixed messages
 - observe multiple nonverbal cues before drawing any conclusions about a person's communication
 - all of the above
5. In proxemics, social distance ranges from
 - 4 to 12 feet
 - 18 inches to 4 feet
 - More than 12 feet
 - 18 inches to 6 feet
6. Voices with little intonation are known as
 - Low quality tone
 - Paralanguage
 - Monotone
 - Timbre
7. There are _____ types of body movement.
 - 4
 - 2
 - 3
 - 5

8. Which of the following linguistic characteristics also apply to nonverbal communication?
- a) Structure
 - b) Semantics
 - c) Simile
 - d) Formal vs Informal
9. People tend to speak more rapidly when
- a) Emphasize a point
 - b) Problem solving
 - c) Analyzing data
 - d) Nervous, happy
10. Acoustic space is
- a) Where our voice is clear to everyone
 - b) Where our voice comfortably heard
 - c) Where we claim ownership
 - d) Where we mark our territory
11. A friend signals you to come here and you respond by showing a thumbs-up gesture. This is an example of
- a) an emblem
 - b) a manipulator
 - c) an illustrator
 - d) an adaptor
12. The following are valid conclusions, based on research, about gestures and cultures:
- a) every culture uses the thumbs up sign to mean "good going" or "nice job"
 - b) illustrators usually come naturally to individuals from all cultures
 - c) there are no gestures that mean the same thing to members of different cultures
 - d) identical gestures always produce identical meaning in different cultures because gestures are natural displays of feelings
13. Non-verbal communication is:
- a) Continuous
 - b) Single channeled
 - c) Less ambiguous than verbal communication
 - d) Linguistic in nature
14. Nonverbal and verbal communication are interconnected in which of the following ways?
- a) nonverbal cues can contradict verbal messages
 - b) nonverbal cues can repeat verbal messages
 - c) nonverbal cues can substitute for verbal messages
 - d) All of the above
15. It refers to body position and body motions including facial expressions
- a) Proxemics
 - b) Kinesics
 - c) Artifacts
 - d) Chronemics.

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Course: Communication & Presentation Skills	Course Code: SS1008
Program: CS, DS, SE	Semester: Spring 2022
Date: 7 th May 2022	Total Marks: 30
Section: All	Weight: 10
Exam: Midterm II	Page(s): 2

INSTRUCTIONS: All answers to be attempted on the answer sheet

PART I

Q1. Read the case(s) and answer the questions that follow:

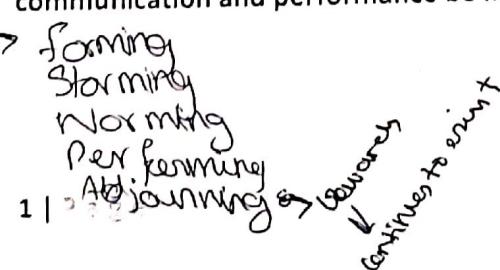
Marks: 20

A group consisting of six members (Sandra, Patrick, Lourdes, Lauren, Franklin, Harold) are working on a group project and met at the kick-off meeting in early January. This meeting was formal and each group member brought their best foot forward. Each member was on time, displayed a deep interest in the project, and committed to a 6-month initial time commitment. Each member understood that they would meet virtually once a week and in-person once a month for six months. They engaged in brainstorming and reviewed all project documents. They noticed that their timeline of 6 months was changed to 4 months by the city authority. Two of the group members (Harold and Franklin) have families and extenuating career requirements that will potentially cause an issue with the new time requirements. Each still agreed to the work but some group members were unsettled.

The group is well underway with their project. They have submitted their project proposal, met with city officials and venture capitalists, and have successfully piloted their ideas. However, the group is experiencing high amounts of tension. Their leader, Lauren, delegates the work to the committee members. Each group member had an equal share, but, Franklin who kept up with work at home had missed several meetings. Lauren has not mentioned anything about Franklin's new family situation and seems cold when he attempts to bring it up in the discussion. Patrick is easy to get along with during the meetings; however, he is often late – he works nights at his job and sometimes oversleeps.

There are issues within the group; with some members trying to overcome these issues, working through the middle part of the project – this is a crucial time for the group success. In addition, the country is going through a pandemic that is deeply impacting several of the committee. The team lead does not want to discuss these issues as it would impact the timeline and create additional conflicts. The group that was once strong is now facing tensions that are hard to overcome.

1. Identify the stages of group development with specific examples from the case study.
2. Based on your understanding of Group Dynamics and conflict management, explain how can group communication and performance be improved. Suggest at least THREE ways.



Q2. Answer the following two questions briefly.

10 Marks

A. Sarah and Nida are roommates and very close friends. They have similar interests and spend a lot of their free time together. Sarah feels a greater need for excitement and freedom to pursue her own interests and activities while, Nida wishes for more stability, wanting to spend their free time together reading books ordering pizza and watching series at home. Sarah wants to be on her own, needing her own personal space and tries to make Nida understand that they can still be very close without being together every second of the day. This upsets Nida who depends on her for help and support. When they go out, they always meet the same people; their activities have become predictable and boring, needing some change and excitement in their relationship.

Q. Identify two types of dialectic tensions affecting their relationship and how can they improve their relationship?

B. What are the steps in the systematic problem-solving process? Explain with example.



Course:	Communication & Presentation Skills	Course Code:	SS1008
Program:	CS	Semester:	Spring 2022
Duration:	20 Minutes	Total Marks:	15
Date:	April 22, 2022	Weight:	3.33
Exam:	Quiz 2	Pages:	2
Section:	N	Roll No:	

Q. Read the following description and prepare two content slides for presentation. One slide must contain the main points from the description, and on the other slide, generate a graph/table based on the given data. You may indicate the use of graphical features (graphs, table, pictures etc.) wherever necessary.

Apple is designed around a graphical user interface. Apple Inc was formerly known as Apple Computer Inc. The Apple system is divided among different types of operating systems: Mac line of computers, the iPod music player, the iPhone smartphone, and the iPad tablet computer. Android is an open source, free, Linux-based operating system for smartphones and tablets. The system was designed and developed by Android Inc., which was funded and later purchased by Google in 2005.

Apple designs, manufacturers and markets mobile communication and media devices, personal computers, and portable digital music players, and sells a variety of related software, services, peripherals, networking solutions, and different digital content and applications. The original Apple Computer, also known retroactively as the Apple I, or Apple-1, was a personal computer released by the Apple Computer Company (now Apple Inc.) in 1976, in California. The CEO of Apple, Steve Jobs removed the word 'computer' from the company's name and introduced the iPhone on January 9, 2007. The Apple operating system is currently in its 5th generation.

The company's most current versions of Apple for all types of devices include: Apple iPad in 2010, from where it started a new trend of tablets, and iPhones which allow 3G, 4G, Wi-Fi and many other capabilities while running on the iOS operating system, making the iPhone a smartphone. Products like Apple TV, Mac, iPad, iPod, iPhone and various softwares are the most known products and are selling tremendously in the market. Apple's brand loyalty is considered unusual for any product. Macintosh refers to any computers produced by Apple Inc. Apple in 2009 introduced a newer version operating system called Mac OS X 10.6 Snow Leopard.

Android is the software operating system developed and manufactured by Google. It is a Linux-based operating system that was initially designed for touch-screen compatible smartphones and tablet computers. The OS was originally developed by Android Inc. and was later purchased by Google. Primarily, Google only maintained and provided the OS to other cell phone manufacturers. However, the company later started collaborating with other companies to create and sell smartphones. After Nexus 4, the company recently launched its latest Nexus 5 in collaboration with LG.

The company has also tied up with Samsung and HTC for other Nexus devices. Android has gained market share by offering customization capability, more Apps, frequent updates and also being available on various unusual devices. Google also has an application distribution platform that has a range of different apps from various developers, dubbed Google Play, originally named Android Market. The latest major update in Android is 4.4 Kitkat. Originally, Android is packed with lots cool features that deliver a smarter and more appealing user experience.

Apple Vs. Android

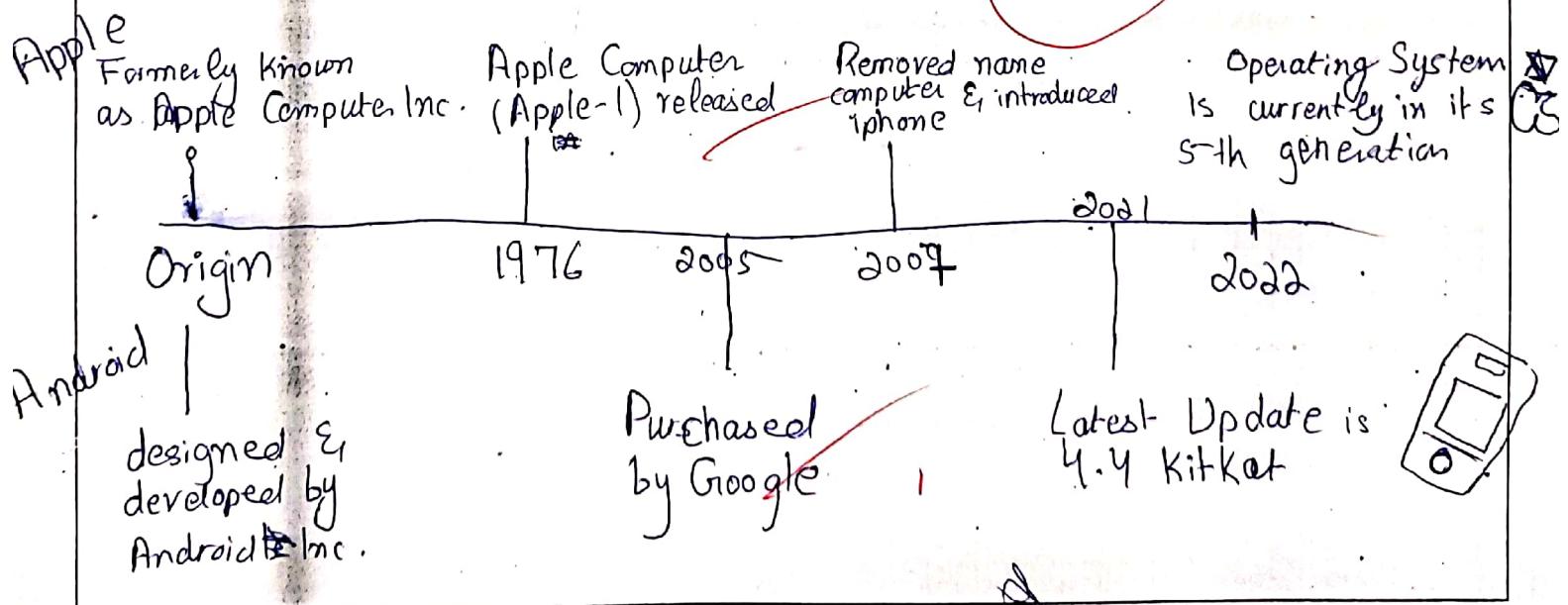
- | | |
|--|--|
| <ul style="list-style-type: none"> • Android is free, Linux-based operating system • It was formerly known as Apple Computer Inc. • New version of operating system in 2009 called Mac OS X 10.6 Snow Leopard. • Allow 3G, 4G, WiFi and other capabilities while running on iOS. • Products - Apple TV, Mac, iPad, iPod, iPhone <p style="color: red; font-size: 2em; margin-top: 10px;">To much info</p> | <ul style="list-style-type: none"> • Apple is divided into different types of operating systems e.g. > Mac line of computers > iPod music player • It was designed by Android Inc. • Recently launched its latest Nexus 5 in collaboration with LG. • Offers customization capability, more apps and frequent updates. |
|--|--|

• Tied up with ~~Atex~~ Samsung & HTC for Nexus devices.

Slide 2:

Timeline of Apple

1971





Course:	Communication & Presentation Skills	Course Code:	SS150
Program:	CS	Semester:	Fall 2021
Duration:	15 Minutes	Total Marks:	10
Date:	8 Oct 2021	Weight	
Section:	CS	Page(s):	2
Exam:	Quiz-I	Roll No:	-

Instruction/Notes: Attempt all questions on the question paper.
Do not write in the margins.

Q1	Q2	Total
5	5	10
?	?	

1. Read the following passages and answer the questions that follow. (5)

The history of surgery is very interesting, telling us how it has advanced and became safer over the years. When we think of surgeons today, we think of highly educated doctors who have trained for years in their specialty area. Surgeons of today are very skilled and have a very high success rate. They operate in sterile conditions and with the aid of imaging such as x-ray, CT scans, or MRIs. But this wasn't always the case. In fact, in the Middle Ages, the barbers in a community were also the surgeons. Can you imagine that? Going to the same place for surgery that you would to get your hair cut. Seems strange to us today, but it was the common practice in those days. They also knew nothing about sterile techniques and even operated without gloves. They also used rudimentary tools such as saws and pliers. The worst part, there was no anesthesia. Sadly, most surgery patients died from infection. They also didn't understand the way the body worked at that time. They would drill holes in people's head to let the demons out and cut off a leg with a rusty saw. It is a wonder that anybody survived a surgery during those times. Over the years, surgical techniques improved and eventually evolved into the highly trained field it is today. We are lucky to live in a time in which medical advancements abound.

I. Underline the stated main idea and write two supporting details from the passage:

- Surgeons of today are very skilled and have a very high success rate.
They operate in sterile conditions and with the aid of ~~imaging~~ such as X-Ray, CT scans or MRIs.
 - They also knew nothing about sterile techniques and even operated without gloves. (1)

II. What is the author's purpose? a. To entertain

- b. to persuade

c. to inform

Explain your choice: Writer is just explaining that ~~late~~ surgical techniques have evolved over time. He compares old time techniques with new ones to fully describe the evolution of surgical techniques.

Identify the author's style: Informal

III. Identify the author's style: Informal

with new ones to fully describe the evolution of surgical techniques

Justify: Writer uses first person speech in the paragraph. For example, "We are lucky to live in a time in which medical advancements abound," & "When we think of surgeons today". Moreover, writer uses contractions such as 'wasn't'.

- IV. Identify the author's tone: a. serious b. sad c. neutral d. angry
- Justify: Writer is grateful for being in present time, at the same time he feels sympathetic towards people in old time who suffered at the hands of unskilled surgeon. So writer maintains a neutral tone throughout to maintain balance between emotions

Q2: Read the passage. Then write the implied main idea of the selection.

When I was a little girl, I took piano lessons every Monday after school. I walked to Mrs. Siever's house with my tattered sheet music in my school lunch-stained hands. She taught me the scales, the proper way to hold my small fingers, and the theme song from The Pink Panther. She also taught me much more. From her I learned the necessity of practice, the importance of patience, and the joy of achieving a goal after hard work. She also gave me the gift of music. All of that was learned in a half hour lesson on Monday afternoons in Hamel, Illinois.

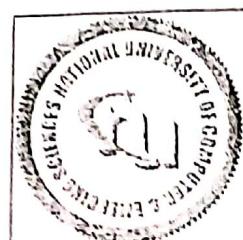
Implied main idea: I learned many things ^{can be learned} about Mrs. Siever's ^{including} music & the art of patience & importance of practice.

(5)

Provide two supporting details from the text

1. She taught me the scales, the proper way to hold my small fingers, and the theme song from The Pink Panthers.
2
2. From her I learned the necessity of practice, the importance of patience, and the joy of achieving a goal after hard work.

National University of Computer and Emerging Sciences, Lahore Campus



Course:	Communication & Presentation Skills	Course Code:	SS1008
Program:	CS, DS, SE	Semester:	Spring 2022
Date:	22 nd March 2022	Total Marks:	25
Section:	All	Weight:	10
Exam:	Midterm I	Page(s):	4

Roll no.: _____

Section: _____

Q1	J 2 Q2	Q3	Total
5	15	10	25
4	12.5	9	25.5

PART I

Q1. Choose the correct option and write in the grid below:

Marks: 5

1	2	3	4	5
b ✓	c ✓	c ✓	c ✗	b ✓
6	7	8	9	10
b ✗	c	b ✓	a ✓	b ✗

1. _____ are gestures that substitute entirely for a word or words
 - a. Adaptors
 - b. Emblems
 - c. Illustrators
2. Paralanguage is the _____ part of a spoken message that goes beyond the actual words.
 - a. Vital
 - b. Sound
 - c. Voiced
3. _____ from 18 inches to 4 feet is the space in which casual conversation occurs.
 - a. Public distance
 - b. Social distance
 - c. Personal distance
4. During _____, the speaker focuses on talking the audience about an important topic and getting a message across to them- not about how they might be judging his/her performance.

- a. Performance orientation
 - b. Communication orientation
 - c. Communication Orientation Motivation
5. _____ consists of gradually visualizing and then engaging in more frightening speaking events.
- a. Visualization
 - b. Systematic desensitization
 - c. Restructuring
6. All people who understand a particular language are a part of a _____
- a. Speech community
 - b. Language community
 - c. Language forum
7. Sociolinguistic meaning varies according to the norms of a particular
- a. Community
 - b. Group
 - c. Culture and co-culture
8. There are several symptoms of public speaking apprehension. One of them is cognitive symptom which stems from:
- a. positive self-talk
 - b. negative self-talk
 - c. light headache
 - d. rapid heartbeats
9. Verbal immediacy refers to the _____.
- a. psychological distance between speaker and audience
 - b. combination of background, knowledge, attitudes, and experiences
 - c. Nonparallel language used for human characteristics
 - d. Knowledge expertise for cultural context
10. Which speech delivery method required a short notice to prepare your speech.
- a. parliamentary debate
 - b. extemporaneous
 - c. scripted
 - d. impromptu

PART II

Q2. Read the case(s) and answer the questions that follow:

Marks: 15

A. Ali believes that he gets along well with his friends, but if you were to ask any of them, they would say that Ali is intimidating and very tense all the time. Ali keeps flat expressions on his face

facial Expressions

2 |

eye contact

touch haptics

and has the habit of looking straight in your eyes. If he takes your hand, he would squeeze it so hard that it hurts. Although Ali is a caring person and wishes that he had more friends, but his nonverbal awkwardness affects his relationship with others.

1. Identify the nonverbal gestures that are affecting the relationships.

Use of Body

- Facial Expressions - flat expressions ^{might be} ~~are~~ perceived as lack of love & warmth & enthusiasm in the relationship
- Eye Contact - Straight into eyes - may make his friends uncomfortable it might appear as if he is staring and judging them.
- Touch haptics - squeezing the other's person's hand

2. Suggest THREE guidelines that Ali should follow to overcome nonverbal awkwardness.

- He should consciously try to control his nonverbal gestures
he try to ~~not~~ talk with a smile on his face when talking to friends
he should be polite while handshaking.
 - He should ~~not~~ stand in front of the mirror and practice to improve his eye contact and facial expressions. He should avoid looking directly into eyes continuously. He should try to look at other artifacts as well.
 - He should stay mentally relax while communication and try to enjoy the conversation instead of thinking about that people would misinterpret it.
- B. Zahid is funny and interesting, but everyone feels tense around him. When he is interacting with people his shoulders and eyebrows are noticeably raised, and his voice is rough and loud. While standing he mostly keeps his arms folded. Zahid is aware of the discomfort his friends feel but lacks clear measures to address it.

1. Identify the causes of discomfort of Zahid's friends.

- Zahid ~~donot~~ make appropriate use of voice and use of posture and his gestures.
Raised Eyebrows and Shoulders - appears as if he thinks himself to be superior
- Rough ~~voice~~ and loud voice - sounds harsh
- Stands with arms folded

3/4

key words?

2.5

2. Suggest THREE guidelines that Zahid should follow to remove his friends' discomfort.

- Zahid should work on his posture and avoid keeping his arms folded which make it seem as if he thinks himself to be superior.
- He should practice to speak in a low and soft voice so he doesn't appear harsh. He should record ~~his~~ himself and listen to it to improve his flaws.
- He should notice his facial expressions in a mirror and try to control them consciously. 3

Q3. Read the Case study and answer the questions that follow:

Marks: 10

Shamsa worked hard to prepare for a yearly presentation which she had to present to the Regional Manager. On the morning of the presentation, Shamsa's car broke down and she got to the office, late. Rushing to the meeting room, she realized that the attire she wore for the presentation was all crumpled and her hair were quite messy too. With limited time at hand, Shamsa presented quickly while reading the points from the slides, and at times turned her back towards the audience. In the Q & A session, she kept on thinking about the unpleasant situation from the morning, and its consequences which distracted her from the questions being asked and led to her failure to respond accurately.

A. What are the things that went wrong in the presentation?

- Lack of self presentation cues - She ~~was not~~ did not appear well dress or ~~SP~~ groomed from her clothing appearance as her hair & clothes were messy
 - She was reading points from the slides - Audience probably lost interest and were not engaged properly
 - Her pace was ~~fact~~ fast as she was reading quickly - audience might not comprehend ~~her~~ point
 - She turned her back towards audience which might be disrespectful & distracting
- B. What guidelines could have Shamsa followed to do a better job at presenting?
- Before presentation she should rehearse a couple of times
 - In Question Answer Session she should have avoided listening barriers and shake off all the thoughts and listen & respond to Qs. If still she was unable to concentrate she should have used phrases like "Give me a minute I will get back to you. I need to consider my answers" and she should have welcomed follow up questions through email.
 - Secondly instead of increasing her pace because of time limit she should have reduced content.
 - Instead of thinking that she is performing in front of audience to impress ~~4/4~~ them she should have told herself that she will be normally communicating with them
 - Her mind was occupied pre-occupied with thoughts so she didn't respond appropriately to the questions.



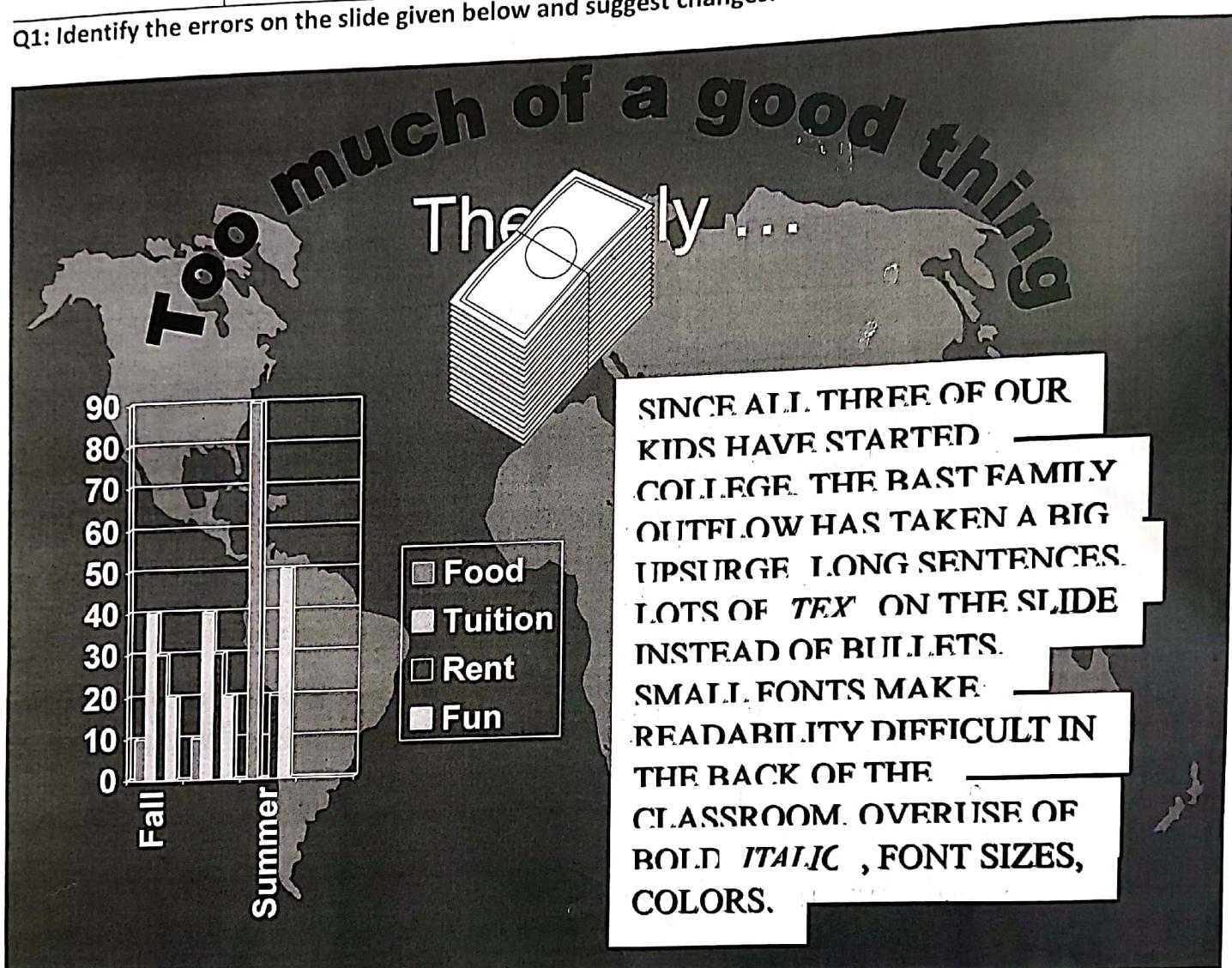
Course: Communication & Presentation Skills
 Program: BCS
 Duration: 20 Minutes
 Date: 7th March 2022
 Exam: Quiz 1
 Section: 2N

Course Code: SS1008
 Semester: Spring 2022
 Total Marks: 10
 Weight:
 Pages:
 Roll No:

SS1008
 Spring 2022
 10
 2

(5 Marks)

Q1: Identify the errors on the slide given below and suggest changes:



- Lots of Text on the slide and
- Text is not in the form of bullets. It should be in the form of bullets so audience can easily see/read easily
 - Text is overcrowded for example one line covers the other one it is not clearly visible. There should be sufficient Spacing between the lines.

3. Heading is not clearly visible.
3. Heading is blends/merged into background because dark background. Contrasting colours such as black and white should be used for background and text respectively.
4. Picture of money bundle distracts the attention of the audience and it also hides the text which should be removed or a related letters.
5. All of the text is in capital letters which makes it difficult to read. Overuse of capital and bold letters.

Q2: Identifying Elements of the Communication Process in the following interaction: (1*5=5)

As Dwayne and Miguel leave their Spanish literature class on the first day of the semester, Dwayne comments:

"I give up! This course is going to be impossible—I don't want to take it."

"Really?" replies Miguel. "I thought the course sounded interesting. The professor was funny, and I really liked how we could choose our own paper topic."

"But did you see what we're reading?" asks Dwayne. "We've got four books to read—with a test over each book, and then we're supposed to write a paper!"

"But the books look pretty interesting," replies Miguel. "They're novels and some even have movies based on them. And because the professor seems to know what he's talking about—I mean he was born and educated in Spain—he'll probably be able to tell us a lot about Spain."

"Right," says Dwayne, "but I'm taking four other courses that look pretty tough. I like Spanish, but four books and a paper!"

1. Context Psychological, context and social context
2. Participants 2 university students = Dwayne and Miguel
3. Channel verbal interpersonal communication
4. Message disappointed and frustrated.
5. Feedback Positive Feedback

Phy
Historic

Social
Cultural