

Student Name: Shoaib Akhtar

Roll No: 20P-0147

Program: BS-CS20(A,B,C & D) BS-SE20(A&B)

Semester: Spring-2021

Time Allowed: 03 hours

Course: SS-152 Communication & Presentation Skills

Examination: Final

Total Marks: 55 Weightage: 50

Date: July 13 2021

Instructor Name: Ms. Noreen Shah &

Ms. Maryam Ali Khan

NOTE:

- Attempt all questions. Students are expected to give **detailed answer** for every question. The answers must contain **supporting facts** with **reasons** to support your stance. Answers having irrelevant statements will be reject.

Q1. Read the case given below and answer the questions that follow:

Marks: 15

After the intramural mixed-doubles tennis matches on Tuesday evening, most of the players adjourned to the campus grill for a drink and a chat. Marquez and Lisa sat down with Barry and Elana, the couple they had lost a match to that night largely because of Elana's improved play. Although Marquez and Lisa were only tennis friends, Barry and Elana had been going out together for much of the season.

After some general conversation about the tournament, Marquez said, "Elana, your serve today was the best I've seen it this year." "Yeah, I was really impressed. And as you saw, I had trouble handling it," Lisa added. "And you're getting to the net a lot better too," Marquez added. "Thanks, guys," Elana said in a tone of gratitude, "I've really been working on it." "Well, aren't we getting the compliments today," sneered Barry in a sarcastic tone. Then after a pause, he said, "Oh, Elana, would you get my sweater—I left it on that chair by the other table." "Come on, Barry; you're closer than I am," Elana replied. Barry got a cold look on his face, moved slightly closer to Elana, and said emphatically, "Get my sweater for me, Elana. Now." Elana quickly backed away from Barry as she said, "OK, Barry—it's cool," and she then quickly got the sweater for him. "Gee, isn't she sweet," Barry said to Marquez and Lisa as he grabbed the sweater from Elana.

Lisa and Marquez both looked down at the floor. Then Lisa glanced at Marquez and said, "Well, I'm out of here. I've got a lot to do this evening." "Let me walk you to your car," Marquez said as he stood up. "See you next week," they both said in unison as they hurried out the door, leaving Barry and Elana alone at the table.

1. Analyze Barry's nonverbal behavior. What was he attempting to achieve?
2. How do you interpret Lisa's and Marquez's nonverbal reactions to Barry?
3. Was Barry's behavior ethically acceptable? Explain.

Q2. For each of the following situations, write an assertive response. (Your response is expected to be firm but not rude or aggressive. Do not forget to have positivity in your response.)

Marks: 25

1. You come back to your dorm, apartment, or house to finish a paper that is due tomorrow, only to find that someone else is using your computer.

Assertive response: _____

2. You work part time at a clothing store. Just as your shift is ending, your manager says to you, "I'd like you to work overtime, if you would. Martin's supposed to replace you, but he just called and can't get here for at least an hour." You have tickets to a concert that starts in an hour.

Assertive response: _____

3. During a phone call with your elderly grandmother, she announces, "Your greataunt Margie called, and I told her you'd be happy to take us grocery shopping and out to lunch on Sunday." You were planning to spend Sunday working on your résumé for an interview on Monday.

Assertive response: _____

4. You and your friend made a date to go dancing, an activity you really enjoy. When you meet, your friend says, "I don't feel like dancing tonight. Let's go to Joey's party instead."

Assertive response: _____

5. You're riding in a car with a group of friends on the way to a party when the driver begins to clown around by swerving the car back and forth, speeding up to tailgate the car in front, and honking his horn. You believe this driving is dangerous, and you're becoming scared.

Assertive response: _____

3. Read the case given below and answer the questions that follow:

Marks: 15

Ronaldo sat in the study hall cramming for a final examination when two of his classmates, Chauncey and Doug, walked up to his table. "Studying hard, huh?" Chauncey asked. "Yeah. I'm stressing hard over this final," said Ronaldo. "What about you guys?" "Hardly studying," said Chauncey.

Doug laughed. Ronaldo looked at the two and saw that they both seemed relaxed and confident. "Something's not right with this picture," he said. "You're not going to tell me you guys are ready for this thing, are you?" "Yep," said Chauncey. Doug nodded. "I don't get it," said Ronaldo. "You mean you've already gone back and studied everything we've covered this semester?" "Hey, bright boy, you only need to study what's actually on the test," said Chauncey.

"And how would you know that when McAllister didn't even give us a study sheet to help us know what would be on the test?" asked Ronaldo. He was beginning to put the puzzle together. Doug placed his hand on Chauncey's arm. "Don't tell him anything else, man," he said. "No, it's all right. Ronaldo's cool," said Chauncey. "He knows how to keep a secret. Don't you?" "I guess," Ronaldo said uneasily. "It's like this," said Chauncey. "Doug's little brother is a super geek with computers. He hacked into McAllister's system and downloaded a copy of the final exam. You interested in getting a head start?"

1. Assuming that Ronaldo declines Chauncey's offer to cheat, what are the remaining ethical issues he faces?
2. Which would be more ethically compromising: letting Chauncey and Doug get away with cheating, or betraying their trust by notifying the professor about their actions?
3. When, if ever, is it ethically acceptable to divulge information that you have sworn not to share with others?