

Roll No.:

National Institute of Technology, Delhi

Name of the Examination: B. Tech. I Year

(END-SEMESTER, November 2016)

Branch : EEE/ECE

Semester: I

Title of the Course: **Professional Communication**

Course Code: **HMB 100**

Time: 3 Hours

Maximum Marks: 50

A. All questions are compulsory in the section A. Answer as per instructions.

1. In the following situations, you must decide on the appropriate attitude you would like to convey and the language that you would actually use. **1x5=5**

- a) You are on a train and you want the window opened. You would like to ask an elderly gentleman sitting near the window to open it, but you are not sure about his response.
- b) A friend of yours has just called up to say that she would come tomorrow evening meet you. However, being busy yourself, you ask her to come the day after tomorrow.
- c) You have decided to break your engagement with a boy/girl. Your parents had decided the match for you and forced you to go through the engagement. Now you have heard certain things about him/her and you are determined to break away. You want to do it decently with creating bad feelings.
- d) You are tired of instructing your junior about a certain procedure. You feel s/he is not willing to learn. You want to make it clear that either s/he has to learn or quit.
- e) Both you and your spouse are professional engineers. You come home late and work even over weekends. You want to suggest that your spouse could quit the job and take up part time assignment.

2. The following passage is in jumbled order. Read it carefully and **sequence the sentences (not just write their order)** to make the passage logical and coherent. The first sentence (S1) of the passage has been given at the beginning:

1x5= 5

S1 In every society, there has always been some or the other form of education, but not necessarily schools.

- i) In some places, pupils trained under a master craftsperson in whose household they lived with other trainee: here they were taught the skills, the ethics, the principles, rules, and customs of business.

- ii) In certain ways, they were better educated than their descendants today.
- iii) Two hundred years ago, very few people in India went to schools or colleges.
- iv) The peasant in the village learnt the arts and skills of farming, together with a lot of traditional wisdom about the earth, the sky and living things.
- v) But this lack of institutional education did not mean that people were not as or in cases better educated than we are today.

B. Attempt any FOUR of the following questions in maximum 300 words. Question (6) is compulsory.

4 X 5 = 20

3. The editor of a daily has invited readers to send their views on "Global Warming". Send your views considering the following: decreasing green cover, rapid urbanisation and industrialisation; afforestation; environment-friendly attitude and policies.
4. What is the significance of group communication in organisation? Explain each step in leading a group communication viz. meeting.
5. What is a CV and what does it consist of? Prepare a CV of yourself.
6. An electronic gadget purchased by your department last month is not functioning properly. Complain to the manufacturer who has given you a guarantee for one year.
7. What are the different factors one has to be sensitive about to become an effective speaker?

C. Attempt any TWO of the following questions in minimum 500 words each.

2 X 10 = 20

8. How would you define a report? Give an account of the structure of a report showing how each of the parts plays a vital role in constructing it.
9. What are the steps for effective presentation strategies? Explain each step of outlining and structuring.
10. What are the factors crucial to an effective group discussion?