

National Institute of Technology, Delhi

Name of the Examination: B. Tech.

Branch : ECE

Semester : 1st

Title of the Course : Professional Communication

Course Code : HMB100

Time: 2 Hours

Maximum Marks: 25

Note : All questions are compulsory.

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- Q.1 Explain the importance of communication in professional world with suitable examples. 5
- Q.2 Discuss various aspects of body language in detail. 4
- Q.3 Identify sender, receiver, message, channel and feedback in the following situations. 4
- a) A college guy applies online for the transport. He is then called to the passport office. The passport officer interviews him. However, his passport gets rejected.
 - b) A managing director proposes to resign at a meeting at the board of directors. The proposal is accepted.
- Q.4 Compare Oral and Written communication. Discuss various fields where oral communication can be substituted with written communication. 4
- Q.5 Match the following with correct answers. 4
- a) Open arms, firm handshake, wide smile, parallel legs - Nervousness
 - b) Scratching of neck, rubbing of nose, eyes looking right - Confidence
 - c) finger pointing, frowning, wide eyes - Failure and less confidence
 - d) tilted head, thumbs down, wishing to speak - Anger
- Q.6 Read the following passages and answer the following questions. 4
- Mahi was the team leader. She was generally very gentle. She would talk nicely to the people. It was Friday. Many of the people were on leave. Neha was the employee who had to face lot of work pressure. She was given some work by Mahi. She went to the office and told "This is what I have done and let me be free." Mahi got very angry and shouted at her.
1. What was the nature of communication between Mahi and Neha?
 2. How would have Mahi and Neha dealt the situation?