



मोतीलाल नेहरू राष्ट्रीय प्रौद्योगिकी संस्थान इलाहाबाद
प्रयागराज -211004 भारत
Motilal Nehru National Institute of Technology Allahabad
Prayagraj-211004 [India]

Department of Humanities and Social Sciences

Mid Semester (ODD) Examination 2022-23

Programme Name: B.Tech.

Semester: I

Course Code: HS****

Course Name: Professional Communication

Branch: G, H, I, J, K, L, M, N

Student Reg. No.:

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Duration: 90 Minutes

Max. Marks: 20

Instructions: (Related to Questions)

1. *This question paper contains 2 pages.*
2. *Attempt all the questions.*

Q1.	"Communication is the process of sending and receiving information". In the light of this statement explain the process of communication in detail and draw the diagram to support your answer. (150-200 words)	4 Marks
Q 2.	Choose the apt word from the given pairs of homophones and fill in the blanks. ✓felicitated/ facilitated; stationary/ stationery; compliment/ complement; altar/ alter; Industrious/ industrial; deacease/ disease; team/teem; ceased/ seized	4 Marks
a.	Raghu was _____ in the meeting.	
b.	Cheese and dessert pairings _____ each other perfectly.	
c.	The company has _____ manufacturing electronic products.	
d.	Shekhar ordered some _____ items for his office.	
e.	The bride and the groom walked up to the _____.	
f.	He was _____ and always tried to improve himself.	
g.	He suffered from a rare genetic _____.	
h.	We need to work as a _____ to get the work done.	

Q 3.		Write short notes on the following in about 100-150 words.	4 Marks
	a.	Paralanguage	
	b.	Kinesics	
Q 4.		"In an organization's formal hierarchy, information/communication is exchanged at various levels, which is very crucial for the effective functioning of the organization". Shed light on the statement by explaining the different levels at which the flow of communication takes place (along with relevant examples) in an organization. (150-200 words)	4 Marks
Q 5.		<p>Read the case and answer the following questions.</p> <p>Ameer had an appointed meeting with the manager of XYZ Company. He arrived ten minutes early and waited in the lobby. The manager came twenty minutes late and shook Ameer's hand in a hurry. He dashed into the cabin and removed the files from a chair to make room for Ameer to sit down. The manager took his place behind a desk crowded with family vacation photos, stacks of office files and few other random things. Seeing the overfilled space, Ameer felt uncomfortable and upset. He sat back on his chair with his arms crossed over his chest. The manager also leaned back on his chair! While the manager talked about the conditions regarding the contract to be signed, Ameer looked at the floor and fidgeted with his fingers. He could not completely follow the words of the manager as it was filled with many colloquial (<i>used in spoken conversation, not in formal situations</i>) expressions! When finished, the manager looked at him and asked whether anything else needs to be discussed. But Ameer remained silent. The manager talked about his love for music and food. He used his hands to emphasize what he said and smiled while he spoke. The meeting ended earlier than the proposed schedule. The manager offered a firm handshake, which Ameer accepted, but both men were aware that a future working relationship was not likely.</p>	
	a.	Identify any four barriers of communication in the given situation and suggest remedies to overcome them.	2 Marks
	b.	Identify the nonverbal communication used in the context (any four) and explain how effective they were in making the meeting a success/failure?	2 Marks



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Department of Humanities and Social Sciences

End Semester (ODD) Examination 2022-23

Programme Name: B.Tech.

Semester: I

Course Code: HSN11600

Course Name: Professional Communication

Branch: G, H, I, J, K, L, M, N

Student Reg. No.:

20222068

Duration: 150 Minutes

Max. Marks: 40
36

Instructions: (Related to Questions)

1. *This question paper contains 2 pages.*
2. *Attempt all the questions.*

1.	Choose the apt word/idiom/foreign expression from the bracket and fill in the blanks.	8 Marks
6	a. New York is _____ large city. (a/an/the)	
	b. Eight dollars _____ the price of a movie these days. (is /are)	
	c. Everyone involved in the function _____ been questioned by the police. (have/has)	
	d. Raju is an _____ employee in the firm. (ad hoc / ad interim/ ad verbum/ ad infinitum)	
	e. The judge decided to hold the trial _____ because the accused was a minor. (de facto/in camera/ ex officio)	
	f. The words written on the tomb of a person is _____. (epitaph / elegy/ hearse)	
	g. Losing that job was really a _____. (best thing since sliced bread/devil's advocate/ blessing in disguise)	
	h. Clarren has been the _____ of the media since she won the award for the best actress. (convalescent/ cynosure/ florist/ bohemian)	

2.	Write short notes on each of the following in about 50-100 words.	4 Marks
a.	Any four barriers to effective listening with examples.	
b.	Appraisal Interview.	
3.	"No matter what job you have in your life, your success will be determined 5% by your academic records, 15% by your professional experiences, and 80% by your communication skills". In the light of the statement, explain (in about 150-200 words) any four principles of effective oral communication with examples.	4 Marks
4.	"Listening is an active process by which we make sense of, assess, and respond to what we hear". Based on this statement, explain the four types of listening in about 150-200 words.	4 Marks
5.	"A résumé is a marketing tool through which the potential recruiters get a clear idea about your skills and accomplishments". Elaborate the statement by mentioning the crucial elements/components in a résumé and their relevance in about 150-200 words.	4 Marks
6.	"Psychologists estimate that between 60% and 80% of all of our communication with other people is non-verbal". Do you agree with the statement? Give your opinion (in about 150-200 words) by explaining any four major types of non-verbal communication.	4 Marks
7.	Your friend, Mr. Deepak, has been shortlisted for a group discussion as a part of his placement interview. Provide input to him regarding any four major personality traits that are evaluated in a group discussion, so that he can groom himself for the session.	4 Marks
8. 2	Corizo, one of the leading EdTech (educational technology) companies, based in Bengaluru, is offering a summer internship opportunity of two months in the domain of Engineering & Management for engineering students. Write a cover letter, by including your credentials, to the HR Manager of the company, expressing your interest to join the internship programme. (Note: Résumé is not required).	4 Marks
9.	<p>Read the case and answer the following questions.</p> <p>Sandra was working on a presentation for a new project proposal, when her daughter Amy came into the room upset. She had just come back from school and wanted to share something with her mother. As the child expressed her feelings, Sandra continued facing her computer and said comforting words to Amy such as "everything will be fine dear" and "together we'll make things better". She was confused when the child continued to become more and more frustrated. Her calming words were not having any effect on the child. She was somehow running against time. She stopped her work for just one minute, turned towards her daughter, gave her a hug, and in a very soothing voice, told her again that it would be OK. Her daughter smiled and ran off to play.</p>	4 Marks
a.	What is feedback? Explain the BFIR model of giving feedback in about 50-100 words.	
b.	Analyse the given case and provide feedback based on the BFIR model.	
