

# P P SAVANI UNIVERSITY

Second Semester of B. Tech./B.Sc. (IT) Examination

May 2019

SEPD1020 Communication Skills

Time: 12:30 p.m. To 3:00 p.m.

20.05.2019, Monday

Maximum Marks: 60

## Instructions:

1. The question paper comprises of two sections.
2. Section I and II must be attempted in separate answer sheets.
3. Make suitable assumptions and draw neat figures wherever required.

### SECTION - I

- Q - 1 State whether the following sentences are *true* or *false*. (Any Five) [05]
- (i) Intrapersonal communication is talking with others.
- (ii) Proxemics deals with language.
- (iii) Paralinguistics is a part of non verbal communication.
- (iv) Aggressive style of communicator believes he/she is always right.
- (v) Noise is the environmental barrier.
- (vi) Informal group is designed to serve a specific organizational purpose.
- (vii) Good leader always responds to the needs of group members.
- Q - 2 (a) Mention disadvantages of a written communication. [05]
- Q - 2 (b) Brief the various contexts of communication. [05]

OR

- Q - 2 (a) Explain flow of the communication with examples. [05]
- Q - 2 (b) Mention the ways to overcome cross culture communication. [05]
- Q - 3 (a) Name 7Cs of Communication. Out of 7Cs, which 'C' is your favorite? Why? [05]
- Q - 3 (b) Discuss the traits of an effective leader. [05]

OR

- Q - 3 (a) Explain the process of communication with neat and clear diagram. [05]
- Q - 3 (b) Write a note on kinesics. [05]
- Q - 4 Attempt any One. [05]
- (i) Write a note on assertive style of communication. [05]
- (ii) Discuss the various methods of leadership.

### SECTION - II

- 1 Choose the most appropriate option. (Any Five) [05]
- (i) How will you improve the way you are speaking while giving presentation?
- a. By talking quickly so people feel pumped
  - b. By varying your pitch and volume
  - c. Using jargon
  - d. Paying attention to those who are in front
- (ii) Which of these is NOT a way in which you can be more assertive when giving a presentation?
- a. being direct and to the point
  - b. standing up for yourself
  - c. allowing your emotions govern your reactions
  - d. speak loudly, slowly and clearly
- (iii) Which of these is an example of open, positive body language?
- a. Indirect eye contact
  - b. Folded arms



- c. Enthusiastic hand gestures
  - d. Keeping facial expressions neutral
- (iv) Before you begin working on your presentation, what should you consider?
- a. The cost of giving presentation
  - b. The overall aim of the presentation
  - c. The time of day you will be giving it
  - d. How will you reach the venue
- (v) Which of these you should avoid while delivering your presentation?
- a. Repeating yourself and going off the topic
  - b. Using occasional pauses
  - c. Talking slowly
  - d. Making frequent eye contact with your audience
- (vi) Which of these is NOT a part of email etiquettes?
- a. Avoid long sentences
  - b. Be concise and to the point
  - c. Avoid using URGENT and IMPORTANT
  - d. Delayed response
- (vii) Which of the following is a limitation of email as a tool of communication?
- a. Easy to send messages to more than one recipient
  - b. Received email can be dealt with at a convenient time
  - c. It is possible to forge email
  - d. Can send information in different formats e.g. image, audio, video
- Q - 2 (a) How crucial is it to be aware of paralinguistic features in order to become effective public speaker? Discuss. [05]
- Q - 2 (b) Your friend is invited to deliver a presentation on 'Importance of Education' in a community gathering. Provide your tips for making effective presentation. [05]
- OR
- Q - 2 (a) What are the purposes of presentation? Why should the presenter know his/her 'audience' before delivering presentation? [05]
- Q - 2 (b) How to use modern day communication tools for your professional development? [05]
- Q - 3 (a) What are the various visual aids used while delivering presentation? [05]
- Q - 3 (b) "In presentation, what you say is important but how you say it is more important." - discuss the statement using appropriate examples. [05]
- OR
- Q - 3 (a) Advantages and disadvantages of extemporaneous style of presentation. [05]
- Q - 3 (b) State the difference between Ancient and Modern tools of communication. [05]
- Q - 4 Answer any One. [05]
- (i) Importance of eye contact in presentation.
- (ii) What are the advantages and disadvantages of internet in modern life?

\*\*\*\*\*