

JK LAKSHMIPAT UNIVERSITY, JAIPUR

INSTITUTE OF ENGINEERING AND TECHNOLOGY

End Term Examination April-May, 2015

B. Tech - II

Roll No.....

LA 201: Professional Communication Skills

Time: 3 hours

Max. Marks: 100

Instructions to students:

1. Do not write anything other than your roll number on question paper.
2. Read the instruction/rubric carefully for each question before writing the answers.

Q.1 Objective type questions (10 questions @ 1 mark). 10

State whether the statements given below are true or false:

- i. Feedback is important for the successful completion of the entire communication process.
- ii. Reports are written only when required.
- iii. Introduction is an important element in technical reports.
- iv. The outline of a report is written in paragraphs.
- v. Kinesics is the study of sounds.
- vi. Lab Reports are a type of periodic reports.
- vii. The pitch of your speech refers to the loudness of your voice.
- viii. Group Discussion has become an important step in the recruitment process.
- ix. In grammatical terms adverbs qualify nouns while adjectives add to the meaning of a preposition.
- x. Report is a formal piece of communication written for a specific purpose.



Q.2 Short answer type questions (4 questions @ 2.5 marks each) 10

- i. What is a report? Briefly discuss its characteristic features.
- ii. What are the different barriers to communication? Discuss any two.
- iii. Discuss briefly the importance of paralinguistic features such as volume, pitch, pauses, articulation, etc. in oral presentations.
- iv. What is the *Outline* of a report? How is it different from the *Table of Contents*?

3A	Look at the following words and suggest antonyms for them (any five) by adding or removing the prefix or the suffix:	05
	a. Corrigible b. Impertinent c. Infallible d. Licit e. Impotent f. Terminable g. Potent	g. Inextricable
Q.3B	Correct the following sentences:	05
	i. In the family of seven, she is the oldest. ii. When I reached home, I found him to read the book. iii. Unless you will practice hard, you cannot win the match. iv. Vikram said to us that he is going to America. v. The peacock is one of the most beautiful bird in the world.	
Q.4A	Fill in the blanks with correct prepositions in the following sentences:	05
	a. Armed _____ guns, the terrorists attacked the passengers. b. We are confident _____ winning the match. c. When you enter that house, beware _____ dogs. d. You always seem prepared _____ an argument. e. Regardless _____ the fact that we are one nation, people fight over petty issues.	
Q.4B	Imagine that your company Modern Technologies, Greater Noida, has launched a new printer in the market. Now, assuming yourself to be the Marketing Manager of the company, write a Sales Letter to be sent across to the prospective customers. Invent the other necessary details.	05
Q.5A	Assume that as the Purchase Officer Satguru Paintings Pvt Ltd., Amritsar you had placed an order for 50 classical paintings with Renaissance Classics, New Delhi. On receiving the consignment yesterday, you found some of the paintings to be badly damaged. Write a complaint letter making your claim for compensation or replacement of the damaged paintings. Invent the other necessary details.	05



What is your biggest weakness and how do you wish to overcome them?

Assuming yourself to be the candidate facing the interview, write the full text of your answer to this question.



Q.6* Assume that you are participating in a group discussion on the topic "Does our Judicial System Require a Change?" Write the following for this discussion: 10

- (i) **The Introduction of the GD. (5)**
- (ii) **The Conclusion of the GD. (5)**

Q.7 Write a paragraph in about 250 words on any one of the following topics: 10

- (i) The Problem of Terrorism
- (ii) In India women are still not free

Q.8 Read the given below passage carefully and answer the questions that follow. 10

In today's world, bomb explosions have become quite common all around. Such gory attacks often ingrain petrifying imprints in the minds of the people.

Some individuals face such incidents with minimal disruption to their daily life, while others experience extreme stress or even painful psychological problems, including anxiety and depression. This state of being is coined as 'psychosis', which basically affects an individual's thoughts, feelings and behaviour.

Paranoia, another name for fear psychosis is experienced with longstanding feelings and perceptions of being persecuted. Paranoia is an extreme emotional state combined with cognitions. This degree of fear is characterized by the transformation of an individual's normal behaviour into extreme or maladaptive ways. Fear psychosis is basically accompanied with anxiety. The individual seems to relate to the traumatic experience for more than a while. However, it

doesn't last longer than two to three days.

People develop a fear for these situations, so they try to avoid public areas. This kind of behaviour affects their social life as well. Such events and excessive media coverage of destruction, bloodshed, dead bodies, weeping relatives etc. often result in traumatic stress that further affects even those who were not a direct part of the mishap.

This is emerging as a great problem these days; however there are ways to deal with it.

According to doctors, in such situation, one should try and spend most of the time with his family, friends or someone with whom he feels comfortable. Friends act as a comfort pillow to help the person relax and come out of the trauma. As soon as possible, make an effort to get back to the normal routine by going back to work or start attending studies. Getting back one's normal routine is very important as that triggers normalcy in the mood and lifestyle of the one who has faced the trauma. In other words, life should move on at a normal pace as one just cannot hold on to the past. Then, don't find out ways to avoid a particular place out of fear. Just because something unpleasant has happened, one should not stop going to that place or run away from there. This in a way will keep the fear intact for years and the person concerned will not be able to come out of it. With the help and support of others, the person concerned should be made to face the reality, which in turn will help him lead a normal life in future. Life does not come to an end just because something unpleasant has happened. It's always seen that the actual fear is only partially justified. Though certain incidents change people's life, that is not an end to all the pleasure for them. They should visit places which they love, hang out more often with friends and try to laugh their heart out. That is actually the best remedy.

At times an individual takes more time to come out of the shock so it is also advisable to consult an expert. Counselling and group therapies generally seem to benefit an individual suffering from fear and hesitation to face a fearful crisis. Being able to overcome your fears, with new improved confidence and courage, is one of the best experiences in the world. Take control of your life and start breaking down your fears.

1. According to the author, "Psychosis" is
 - a] a state of depression and stress.
 - b] a mental illness that makes you believe that is not true.
 - c] a common psychological problem.
 - d] a mental disorder

2. Fear psychosis is experienced with "longstanding feelings and perceptions of being persecuted". What does the phrase within quotes mean?

- a) Feelings that exist for a long time and thoughts that somebody is treating you unfairly and cruelly.
- b) old feelings of horror and fear.
- c) illusive feeling of being hurt by someone.
- d) unavoidable thinking process that leads to gory experiences.

3. Find out the OPPOSITE of the word, "trauma" as used in the passage.

- a) shocking
- b) Distress
- c) Fright
- d) At peace

4. According to the author, which is the best remedy for Paranoia?

- a) Getting back to one's normal routine.
- b) Spending time with family, friends and laughing their heart out.
- c) Visiting favourite places, being with friends and wasting your time.
- d) Being able to overcome fear.

5. Which of the statement is NOT true according to the author?

- a) Counselling helps an individual suffering from paranoia.
- b) One should find out ways to avoid a place out of fear.
- c) One should try to take control of one's life.
- d) Psychosis affects an individual's conduct as well.



Q.9 Imagine that you are the Branch Manager, Radiance Fresh, Mansarovar, Jaipur which came into market five years ago. For past six months there is a constant decline in its sale, the Director of the company has asked you to study the problem and submit a report on the same. Now write an **introduction** to be incorporated in the report. 10

OR

Write a conversation imagining it to be taking place between the Branch Manager and the Director of Radiance Fresh on the situation cited above.

Q.10 Imagine that as the Communication Officer of an NGO named Planet Health, you have been asked to deliver a speech on the topic "Save Water: Save Life." Write the Full Text of your speech in about 250-300 words. Use facts, examples and references to substantiate your argument. 10