

UKA TARSADIA UNIVERSITY, BARDOLI
PROFESSIONAL COMMUNICATION
QUESTION BANK-2017-18 Revised
SEMESTER -1 & 2(COMMON TO ALL COURSES)

UNIT -1 COMMUNICATION SKILLS.

QUESTION -1 (A) (4 MARKS) (4 QUESTIONS - ATTEMPT ALL)

1.	Define Noise in Communication.
2.	Define barriers in communication.
3.	Enlist types of non-verbal communication.
4.	Define downward flow of communication.
5.	Define intrapersonal communication.
6.	Why there should be compatibility between verbal and nonverbal behaviour?
7.	What is meant by Technical Communication?
8.	What do you understand by term Professional Communication?
9.	Define upward flow of communication.
10.	What is the term used for study of time in non-verbal communication?
11.	What is a social space?
12.	Why is time an effective communication tool?
13.	Why is posture necessary for first impression?
14.	How do you recognise nonverbally if a person is nervous?
15.	Superiors take decisions and convey them to their subordinates. - Identify the type of communication.
16.	Write any two characteristics of technical communication.
17.	Mention levels of communication.
18.	It has a set pattern and mostly formal- Identify the type of communication.
19.	Write any two tips for effective communication.
20.	Ria is talking with her dog, Bruno - Identify the level of communication.
21.	Which kinds of messages are categorised as general communication?
22.	Define 'ideation' with reference to communication process.
23.	A company interacts with shareholders, regulators, vendors, service companies, customers and the public. – identify the mode/type of communication.
24.	Write any two tips for effective communication.
25.	Indicate a non-verbal trait to show confidence.
26.	Enlist written forms of verbal communication.
27.	Define Feedback in the light of communication cycle.
28.	List oral forms of verbal communication.
29.	What are the two types of organizational communication?
30.	List four verbal skills of communication

UNIT -1 COMMUNICATION SKILLS.

QUESTION -1 (B) (6 MARKS) (ATTEMPT ANY 3 OUT OF 4 QUESTIONS)

1.	Define Extra personal communication. Provide examples.
2.	Define horizontal flow of communication. Provide examples.
3.	Define Proxemics and provide suitable example.
4.	Why is appearance important for a professional? Provide example.
5.	What is importance of facial expressions? Give one example.
6.	Define Interpersonal communication. Provide examples.
7.	What are the four different space zones with reference to Proxemics?
8.	How values and attitudes of different cultures affect communication?
9.	State the importance of cross-cultural communication.
10.	Define Kinesics and provide example.
11.	How does an eye contact help in understanding a person's interest?
12.	How does wrong inference effect communication?
13.	Why gestures are important in non-verbal communication?
14.	Why is it important to know back ground of the audience to communicate effectively?
15.	Compare intrapersonal and interpersonal communication.

16.	Define diagonal flow of communication. Provide examples.
17.	What is a semantic barrier in communication?
18.	Write the significance of understanding culture for business communication. Mention at least two points.
19.	Draw the diagram of the flow of communication and also label it.
20.	Define chronemics and provide one example.
21.	Define categorical thinking.
22.	State any two types of nonverbal traits included in Kinesics. Provide examples.
23.	What is the importance of Personal Appearance for a professional? Provide example.
24.	How does eye contact help in understanding feelings? Why is maintaining eye contact important?
25.	'The progress of any organization depends largely on its effectiveness in communication'- present your view.

UNIT -2 BARRIERS TO EFFECTIVE COMMUNICATION AND LISTENING SKILLS.

QUESTION - 2 (A OR A) OR (B OR B)– 5 MARKS

1.	With reference to Intrapersonal Barriers to communication, explain- Wrong Assumption and Different Background.
2.	Write the traits of good listener.
3.	Explain Varied perception and Categorical thinking with reference to Intrapersonal Barriers to communication.
4.	What are the tips for improving listening skills?
5.	With reference to Interpersonal Barriers to communication, explain Limited Vocabulary and Poor listening skills.
6.	What is listening? Explain active versus passive listening with examples.
7.	Explain Fear of Superior and too many transfer section with reference to Organizational Barriers to communication.
8.	Discuss tips of an effective listening.
9.	What are the different types of listening? Provide example of each type.
10.	Explain Content and Mind set regarding barriers to listening.
11.	Explain the different barriers to effective listening?
12.	What do you understand by following terms? 1. Appreciative Listening. 2. Empathetic Listening. 3. Comprehensive Listening. 4. Critical Listening. 5. Superficial Listening
13.	Do you agree that listening is more important than speaking? Why?
14.	Your friend is suffering from poor listening ability. Provide suitable solutions for the following reasons: 1. He does not understand the meaning of some words during lecture. 2. He watches people passing by out of the door during lecture. 3. He zones out playing with a pencil. 4. He comments on clothes and style of the lecturer. 5. He asks irrelevant questions to the lecturer just to disturb him.
15.	Poor Listening Habits results into Poor communication – Discuss.
16.	Compare and contrast –Comprehensive Listening and Superficial Listening with examples.
17.	With reference to listening differentiate between Hearing and Listening.
18.	In terms of organizational barriers to communication explain Negative Tendencies and Use of Inappropriate Media.
19.	Explain Being Non –evaluative and Reflecting Implication as one of the traits of a good listener.
20.	Draw the diagram of a Noise and explain with suitable examples.
21.	Define listening and differentiate Active Listening V/s Passive Listening
22.	Identify the communication barrier that describes each of the following situations and give solution to overcome them. 1. Jeet: Hi dear! How are you? Do you know about Empathy? Meet: Yes, I know everything about it. Empathy is emotion like sympathy. 2. Teacher: students, why have you not submitted the report within fortnight? Students: But you asked us to submit it bimonthly.
23.	Write situations for the following tips for effective listening. 1. Be unbiased towards the speaker by depersonalizing your feelings. 2. Fight distractions by blocking off sound sources. 3. Evaluate the speech, not the speaker. 4. Send appropriate non-verbal signals from time to time. 5. Ask questions to clarify and confirm thoughts.
24.	Analyse following situation, identify the barrier that affect the listener and suggest remedies to overcome from it. 1. Kavita is in the class and the teacher is explaining different steps of computer programming. But Kavita is amused about the hair style of the teacher and is wondering how he will look without any hair. 2. Neha is taking part in a G.D. She is listening to the second speaker, who is using abstract phrases and expressions. She tries to infer the meaning of unfamiliar words from contextual clues. She pays attention to the speaker's intention, and is trying to understand and interpret non-verbal clues and body language of the speaker.
25.	Explain the following traits of a good listener with an example each. 1. Being Non-evaluative 2. Reflecting implications 3. Reflecting hidden feelings 4. Inviting further contributions 5. Responding Non-verbally

26.	'A barrier acts like a sieve, only a part of the message to filter through; as a result, the desired response is not achieved.' Discuss the statement with reference to interpersonal barriers.
27.	Explain the following terms and provide an example each: <ol style="list-style-type: none"> 1. Appreciative listening 2. Empathetic listening 3. Comprehensive listening 4. Critical listening 5. Active listening
28.	Illustrate Mind-set and Language as listening barriers and suggest the ways to overcome them.
29.	"We have two ears and one mouth so that we can listen twice as much as we speak." - Elaborate the statement in the context of the importance of listening skills in personal as well as professional life.
30.	Explain the following terms with reference to communication barriers and give an example for each. <ol style="list-style-type: none"> 1. Organisational barrier 2. Emotional outburst 3. Cultural differences 4. Information overload 5. 'Know-it-all' attitude
31.	Elaborate Fear of superiors and Information Overload as Organizational Barriers with examples.
32.	State effect of Interpersonal barriers in communication and elaborate communication selectivity and emotional outburst.
33.	Detect types of Listening barrier and elaborate. <ul style="list-style-type: none"> • 'I don't like this politician. I will not listen to his speech' • Hindi native students struggle to understand English speaking Lecturer. • My Boss speaks too slowly so I complete his sentences. • I have to attend this lecture so I pretend to listen. • I have a severe headache so I can't concentrate on Listening

UNIT -3 READING SKILLS.

QUESTION -3 - (A) (4 MARKS) (2 QUESTIONS - ATTEMPT ALL)

1.	What is the purpose of reading for a student?
2.	Define process of reading.
3.	Provide any two reasons of poor comprehension.
4.	What would you advise for poor ability to understand a word or a sentence?
5.	Identify types of reading: <ol style="list-style-type: none"> 1. Flight number in a flight schedule 2. Summary of an article.
6.	Provide difference between scanning and skimming.
7.	What is scanning? Give suitable examples.
8.	Define skimming with suitable examples.
9.	What do you understand by Intensive reading?
10.	Define extensive reading.
11.	Define reading technique which is also called as Bird's eye view.
12.	Which reading technique requires focus and concentration on text?

UNIT -2 READING SKILLS.

QUESTION -3 - (B) (6 MARKS) (2 QUESTIONS - ATTEMPT ANY ONE)

1.	Write tips for improving comprehension skills.
2.	Describe reasons for poor comprehension skills.
3.	Discuss different techniques of reading.
4.	Explain reading purposes with example.
5.	Explain different types of reading.
6.	Compare and contrast various techniques of reading with relevant examples.
7.	Describe process of reading and explain reasons of poor reading skills.
8.	Read the following passage and answer the questions below.
9.	Read the following passage and write a summary of 8-10 sentences.

UNIT -4 PRESENTATION SKILLS (chapter 8)

QUESTION -4 A(2MARKS)-ATTEMPT ALL

1.	Define Extemporaneous mode of presentation skills with example.
2.	How is it important to have good presentation skills? Give at least four points.
3.	What are the four important aspects to be considered while planning for your presentation?
4.	Define Manuscript with reference to presentation skills with example.
5.	Why do we have to analyse the audience before giving presentation? Mention at least four points.

6.	How one can get attention of the audience while giving presentation? Give four points.
7.	Differentiate between Impromptu and Manuscript mode of presentation.
8.	Mention the steps for planning the presentation.
9.	Differentiate between Extemporaneous and Memorization mode of presentation. Mention at least two differences.
10.	Why do we have to define purpose before giving presentation?
11.	List out the types of Visual Aids used in Presentations.
12.	Write any two tips for effective presentation.
13.	Write any two advantages of Impromptu Mode.
14.	State the importance of Flip chart in Presentation.
15.	Write any two advantages of Memorization Mode.

QUESTION 4B – (6 MARKS) ATTEMPT ANY ONE OUT OF TWO

1.	Elaborate tips for giving effective presentation.
2.	Discuss the importance of non-verbal communication in context to presentation.
3.	Explain different modes of presentation.
4.	Draft a set of 12 PowerPoint slides for professional presentation on following topic: Importance of mobile phone.
5.	Discuss the importance of visual aids in presentation.
6.	Discuss the tips for creating an impact on the audience.
7.	Discuss advantages and disadvantages of Impromptu and Memorization modes of Presentation.
8.	Elaborate the guidelines of Effective delivery of a presentation.

UNIT- 5 GRAMMER

QUESTION 5– (1 MARK) ATTEMPT ALL

1.	Change the following sentence into Simple Present Tense/simple past etc.
2.	Fill in the blank using appropriate verb form.
3.	Change the voice.
4.	Make the sentence by using Homophone- Homophones.
5.	Identify tense.
6.	Fill in the blank using appropriate preposition.
7.	Make the sentence by using following prepositions.
8.	Use appropriate article.
9.	Define topic sentence.
10.	What is Inductive pattern in paragraph development?
11.	Define Deductive pattern.
12.	What is linear pattern of paragraph development?
13.	Define chronological method of paragraph development.

UNIT-6 WRITING SKILL-PARAGRAPH DEVELOPMENT,LETTER WRITING,RESUME,REPORT

QUESTION 6- (5MARKS) (A)OR (A)(B) OR (B)

1.	Write a report on_____.
2.	Write a letter of Inquiry.
3.	Write a letter of Complaint.
4.	Write a letter of Adjustment.
5.	Write a paragraph on_____.
6.	Develop this idea/theme into paragraph. Use the theme as topic sentence of the paragraph.
7.	Draft a chronological resume.
8.	Draft functional resume.
9.	Discuss & C's of business letter. / Characteristics of a Business Letter.
10.	Elaborate different patterns/methods/types of paragraph writing.
11.	Discuss characteristics and types of report in detail.
12.	Draft a resume for a fresh graduate of your field.
13.	Draft a resume for an experienced person of your field.
14.	Write a business letter from your company ordering goods required for stock refill.
15.	Respond to an enquiry letter received from your costumer. (draft a business letter of response)
16.	Write a letter of Order for_----
17.	Write a letter of Response to an Inquiry for-----

