

(Please write your Exam Roll No.)

Exam Roll No. 42025603915

END TERM EXAMINATION

FIFTH SEMESTER [B.TECH] NOVEMBER-DECEMBER- 2017

Paper Code: **ETHS-301** Subject: **Communication Skills for Professionals**

Time: **3 Hours**

Maximum Marks: **75**

Note: **Attempt any five questions including Q.No1 which is compulsory.**
Select one question from each unit.

- Q1 Attempt **any five** of the following:-
- (a) What is the significance of the informal communication? (5)
 - (b) Explicate the term Chronemics. (5)
 - (c) What is the role of memo in an organization? (5)
 - (d) Describe 'Emotional Intelligence'. (5)
 - (e) 'Listening is an art'. Comment (5)
 - (f) What is self-image? (5)
 - (g) Describe Proxemics. (5)

UNIT-I

- Q2 What is SWOT analysis? Why is it essential in personal development? Analyze your own personality using SWOT. (12.5)
- Q3 Describe the salient features of professional communication. Illustrate your points. (12.5)

UNIT-II

- Q4 What is Non-verbal communication? Explain the elements of Non-verbal communication. (12.5)
- Q5 What is Phonetics? Transcribe **any ten** words as per IPA symbols. (2.5+10=12.5)
- i. Sick
 - ii. Bad
 - iii. Perception
 - iv. Chalk
 - v. Examination
 - vi. Please
 - vii. Write
 - viii. Pleasure
 - ix. chair
 - x. Car
 - xi. There
 - xii. Thin

UNIT-III

- Q6 Attempt both parts:-
- (i) Write a letter to the Manager, SBI on behalf of Fashion Flash Ltd, requesting him to increase credit limit from 40 lacs to 60 lacs. (8)
 - (ii) How does a Report differ from a Project-proposal? (4.5)
- Q7 (i) Prepare your resume, considering 10 years of experience in your respective field. (8)
- (ii) Define bibliography and write a bibliography entry in IEEE style. (4.5)

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UNIT-IV

- Q8 What do you mean by a Group Discussion and what are the various aspects of the group dynamics that one should keep in mind before participating in a Group Discussion. (12.5)
- Q9 Describe the Dos and Don'ts for an interviewer during a job interview. (12.5)

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