

Code: 17FHS101

MCA I Semester Supplementary Examinations June/July 2018

TECHNICAL COMMUNICATION SKILLS

(For students admitted in 2017 only)

Time: 3 hours

Max. Marks: 60

Answer all the questions

- 1 (a) Give some examples for professional reading.
(b) Present the detailed account of the things, which distracts the effective communication.
(c) When communicating with people from different cultures / regions, what can you do to reduce misunderstandings?

OR

- 2 (a) What is frame of reference? Give examples.
(b) "Listening aids in analyzing a problem, understanding the possible solutions and making a decision". Share your thoughts regarding the above statement.
- 3 (a) Explain the characteristics of formal and informal conversation with examples.
(b) Define non-verbal communication.
(c) Explain any ten non-verbal cues.

OR

- 4 Define proxemics. Explain the role of proxemics in non-verbal communication.
- 5 (a) Write an essay on business process outsourcing.
(b) Write a short note on the differences between spoken and written communication.

OR

- 6 (i) Summarize the following passage:

Several devices are used for the protection of electric circuits. As these devices play an important role in protecting electric circuits, they are very commonly used. In fact, their absence might lead to several problems created by overloading or short-circuiting. Sometimes a very high current may flow through the circuit due to overloading or a short circuit, and may damage the electrical machines and appliances being use.

The most important safety device used for protection of electric circuits is the fuse. We can define a fuse as a piece of wire of a material with a very low melting point. The low melting point of this wire is the key element in the functioning of the fuse. When a high current flows through the circuit the fuse wire gets heated and melts. As a result, the circuit is broken and current stops flowing. The fuse wire is normally made of pure tin or an alloy of a tin and copper. Both pure tin or an alloy of a tin and copper have low melting points.

(ii) As Mazhar Khan, the Public Relations Officer of Eva Formulations, Pvt Ltd, you have been asked to draft a memo to the office staff about the Company's Annual Business Conference. Include the following information:

- Venue of the conference.
- Date and time of the conference.
- Theme of the conference.
- List of special invitees.

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- 7 (a) Prepare a presentation on the topic "Are chemical weapons worse than conventional attacks?"
(b) What are the features of oral presentation?

OR

- 8 (a) Elucidate the role of rehearsal in presentation.
(b) What is stage fright? How one can overcome the stage fright?

- 9 (a) Competition, demands, professionalism, qualities, and interviewing techniques makes the job interview a challenging one-discuss.
(b) Explain the intuitive skills with reference.

OR

- 10 (a) The importance of self-analyzation in Job Interview.
(b) "A simple question likes 'Tell us something about yourself unnerves many candidates during job interviews". Do you agree with the above statement? Why?

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