

with the idea of pursuing a long training and decides to talk to the HR about the need for such a long training. His parents however deter him from doing so, since they fear that it may be treated as negative communication. Ronit insists that it is possible to communicate apparently negative thoughts in a positive manner.

Question: Do you think Ronit should engage in a communication with the HR regarding this subject? Give reasons for your answer.

5 + 7 = 12

**COMMUNICATION FOR PROFESSIONALS
(HMTS 1011)**

Time Allotted : 3 hrs

Full Marks : 70

Figures out of the right margin indicate full marks.

Candidates are required to answer Group A and any 5 (five) from Group B to E, taking at least one from each group.

Candidates are required to give answer in their own words as far as practicable.

**Group - A
(Multiple Choice Type Questions)**

1. Choose the correct alternative for the following: **10 × 1 = 10**
- (i) The synonym of the word "August" is
(a) Common (b) Ridiculous (c) Dignified (d) Petty.
 - (ii) The initial sound in Pakistan is
(a) Interdental (b) Palatal (c) Bilabial (d) Alveolar.
 - (iii) Antonym of the word "Relinquish" is
(a) Abdicate (b) Renounce (c) Possess (d) Deny.
 - (iv) Choose a synonym for *foliage*
(a) Sheets of paper (b) Leaves of a tree
(c) Bark of tree (d) Bed of flowers
 - (v) Lateral communication takes place when
(a) Communication flows from superiors to subordinates
(b) Communication flows between manager and members of other work-groups
(c) Communication flows between peers
(d) None of the above.
 - (vi) Choose an appropriate prefix with *compliance*
(a) Un (b) Sub (c) Dis (d) In.
 - (vii) Communicating with your pet dog is
(a) interpersonal communication (b) mass communication
(c) extrapersonal communication (d) none of these.
 - (viii) Choose an appropriate antonym for *sceptical*
(a) convinced (b) amazed (c) joyful (d) ambitious.

- (ix) Choose the correct prefix for the word 'slave' which would mean to subjugate
 (a) un (b) en (c) in (d) re.
- (x) The term *Peer* refers to
 (a) Superiors (b) Subordinates
 (c) Someone at the same level as you (d) All Colleagues.

Group – B

2. (a) Transcribe the words given below and form four meaningful compound words from the root words
 (i) match (ii) book (iii) shop (iv) time.
- (b) Change the base words into words implying negative meaning by adding either appropriate prefix or suffix to the base word
 (i) critical (ii) Agreeable (iii) Mind (iv) Definite
 (v) inhibition (vi) liberal (vii) life (viii) Clockwise.

8 + 4 = 12

3. (a) Write the phonetic symbols for the underlined portion of the words

- (i) shut []
 (ii) book []
 (iii) teacher []
 (iv) mat []
 (v) call []
 (vii) shoes []

- (b) Define: (i) Syllable (ii) Morpheme (iii) Stress.

6 + 2 + 2 + 2 = 12**Group – C**

4. (a) Explain the basic process of communication. Use illustration to explain the same.
- (b) Discuss the multi-directional flow of communication in an organization, giving suitable example for each.

(4 + 2) + (4 + 2) = 12

5. (a) "Communication in effect is a blend of both verbal and non-verbal." Explain.
- (b) Describe Shannon-Weaver's model of communication highlighting the strengths and weaknesses of the model.

4 + 8 = 12**Group – D**

6. (a) There is a foodborne disease outbreak among the students in the college after consuming food from the college canteen. Prepare an executive summary of the report that you are about to submit to the college authority after thoroughly investigating the situation.
- (b) Your college intends to purchase hundred T-shirts for the participation of hundred students in the upcoming tech fest to be held at IIT Kharagpure. You as the purchase manager of your college, write a letter to the sales manager of Brand Factory in order to seek quotation for hundred T-shirts.
7. (a) What are (i) Periodic reports? (ii) Investigative reports?
- (b) A study was conducted by the National Skill Training Institute, New Delhi to assess the reasons for lack of employability skills among engineering graduates in the country. This report was submitted to the National Skill Development Corporation.
 Prepare a (i) Title page (ii) Executive Summary of this report.

5 + 7 = 12**(2 + 2) + (3 + 5) = 12****Group – E**

8. (a) (i) What is grapevine communication in an organization? Briefly discuss its strengths and weaknesses.
- (ii) Rewrite the sentence below making it more appropriate for formal/workplace communication. (Replace the highlighted expressions, with formal ones.)
*Mohit to his boss: **Chill out** Mr Swamy. There is no need for you to feel so **freaked out**. Trust me, **the guys in my team** will meet the deadline.*
- (b) Write a note on the role of communication in workplace.
9. (a) *You don't always leave an organisation, you sometimes leave a boss.* List 5 positive communication techniques you think a leader should adopt.
- (b) Ronit has joined a company after completing his engineering. As part of company policy, he will have to undertake an in-house training for one year, before being given a job responsibility. He is not too pleased

(4 + 3) + 5 = 12