

CS 01

Communication Skills
MMS-I 20-12-2009

Roll No.
Total No. Of Questions :5
Duration (hrs): 3

Total No. Of Printed Pages :24
Maximum Marks :30

(Section A & B) **SECTION - A**

Note :

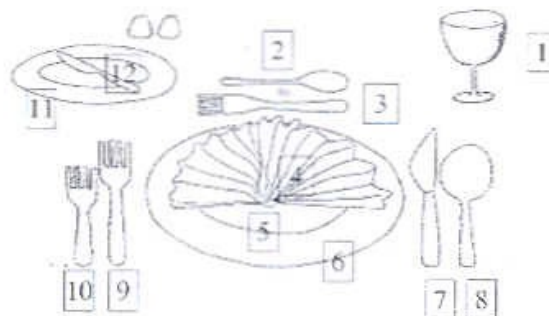
1. Attempt any 3 Questions
2. Question No. 3 has 2 parts, a & b, both must be attempted
3. Each question is for 10 marks
4. Section A & Section - B to be solved on SEPARATE Answer Book.

Q1 Everyone had agreed to have his or her part of the five-year marketing plan drafted by the time your team met today. What would be an appropriate response to each of the following incidents at today's meeting?

- a) Fred did not have his part ready (although this is the first time he has been late)
- b) Rohit did not have his part ready (the third time this year he has missed a deadline)
- c) Anita not only had her part completed but also had sketched out an attractive design for formatting the final document
- d) Nitish was 45 minutes late for the meeting because his car had skidded into a ditch as a result of last night's heavy rainfall
- e) Elvira left a message that she would have to miss the meeting because she was working on another report, one due tomorrow

Q2 What are the variables of Group Communication? What is Group Think and what can a group do to avoid Group Think?

Q3 a)



Label the above table setting.

Q3 b) Describe what the following body movements suggest when they are exhibited by someone during a conversation. How do such movements influence your interpretation of spoken words?

- a) Shifting one's body continuously while seated
- b) Twirling and playing with one's hair
- c) Smiling
- d) Extending a weak handshake
- e) Looking down

Q4 Explain how a presentation should be organised? Why should you plan a strong close rather than just saying, "Well, that's it"?

Q5 What is the Grapevine and why should the managers know how it works?

SECTION - B

Roll No.

Total No. Of questions: 3

Duration: 1.5 Hours

Maximum Marks: 30

Q1. "Various factors contribute to the poor quality of communication. It is important to understand and be aware of what may go wrong in the process of communication."

Elaborate:

:10

Q2. You are an HR manager, working in an IT company. It is observed that all the employees are experiencing stress and work pressure. There is very less interaction among the employees. The management has asked you to give your suggestions about possible measures that the company can adopt in order to help the employees in managing their stress. (like recreational activities, lectures etc). Prepare a proposal (report) elaborating on the measures you suggest (possible difficulties or problems related to implementation of the measures that you suggest and your justifications etc.)

:10

or

You are working in a company as a production manager. The employees of your company have created a blog where they share their ideas and thoughts (articles, poems, interesting news, reports etc). Recently you have visited an organisation where various environment - friendly measures were adopted. As an employee you contribute to the blog by writing a report/ article about various environment - friendly measures adopted by the organisation that you visited.

Q3. You are a newly appointed middle level manager of a company. The company has provided official e-mail ids to all the employees. Many times you have written e-mails to your subordinates for various matters related to routine work. You observe that most of them don't check their e-mails, while very few employees check their mail only once during a day. You learn from the employees that they are not used to e-mail as a system of communication. The employees rely on circulars, notices and memos. You write a memo to all the employees telling them that they must check their mails regularly. You also explain them the advantages of using email as an effective mode of communication. :

10

(3)

or

You are a director of a Software Training & Development company which offers following services to educational institutes

1. Development of various computer related courses which will be oriented at current industry requirements
2. Seminars on latest open-source technologies
3. Assistance in developing the Website of the institute .

You write a letter to principals/ Directors of various engineering/ polytechnic or management institutes , informing them about your company and persuading them about the usefulness of the services that you offer.

- xoxo -

(Lp)