Code No: EG1501   **GEC-R14**

I B. Tech I Semester Supplementary Examinations, June 2017

PROFESSIONAL COMMUNICATION-I
(Common to All Branches)

Time: 3 Hours   **Max. Marks: 60**

Note: Part A has only one question (numbered I) with three sub-questions organized as a, b and c. Answer all three sub-questions. In Part B, answer any four of the six questions. Please note that each question, numbered I, II, III, etc., has sub-questions, and when you choose to attempt a question, you are required to answer all the sub-questions that are part of it.

PART-A

I. Read the passage given below and answer the three sets of questions   that follow.

A man of words is a man of the world. No doubt, public speaking is an art. It is not 'just giving a talk on a stage'. Even a master of words may be a poor public speaker, and one, with the help of few words, may be a good public speaker. The speaker has to be careful, while using words on a stage, because Tongue is a powerful weapon and the words one uses on a stage may bring a gentle breeze or storm. To make public speaking effective, one requires individuality, maturity, creativity, power of imagination, presence of mind, constant practice, and above all, the power to study the facial expressions of the audience. While in a public speech, the main focus should be more on 'convincing the audience' rather than on 'communication of information'.

Winston Churchill, who was noted for his gift of the gab, rightly pointed out that the unpardonable sin in public speaking is the sin of inadequate preparation. The speaker, with inadequate preparation, may feel embarrassed, uneasy and uncomfortable to stand before the audience. Even the person of thoughts and novel ideas may have a tough time on a stage, when he/she goes unprepared.

It is imperative that the speaker find the pulse of the audience and suitably respond to their facial expressions.

The speaker should have a commendable command over the language. Style of communication is as important as the message, because the audience are concerned both how the speaker speaks and what he/she speaks. Sustaining the interest of the audience till the meeting is over is important. The speaker should avoid oft-repeated quotations, use of archaic words and repetition of any information. A good tone with necessary voice modulations impresses the audience. Use of alliteration,

suitable exploitation of situations, timely jokes, sense of humor etc. impress the audience very much.

a) Answer the following questions, each in a sentence or two and not exceeding 50 words. Please note, however, that 3, 5 and 7 are multiple-choice questions. **10 × ½ = 5M**

1. Why does the author say that the tongue is a powerful weapon?
2. Can one with a sound vocabulary become a good public speaker? Justify your answer.
3. 'Gift of the gab' means
   a. talent for collecting a lot of information
   b. a sound vocabulary
   c. talent for speaking
   d. opportunities to speak on stages
4. Why does Winston Churchill consider 'inadequate preparation' an unpardonable sin in public speaking?
5. 'archaic words' are
   a. old words   c. frequently used words
   b. new words   d. idioms / phrases
6. When can a speaker make repetitions?
7. A good speaker
   a. Speaks for a long time.
   b. Sustains the interest of the audience.
   c. Cuts jokes while speaking.
   d. Employs strong vocabulary.
8. Explain 'Sense of Humour'.
9. Why should a good speaker find the pulse of the audience?
10. What are the characteristics of a good public speaker?

b) Find a single word in the passage for each of the following word groups. Write the number of each group and its one-word substitute in the answer book. **4 × ½ = 2M**

   i)   To get rid of
   ii) That which is not adequate
   iii) Exchange of thoughts and ideas
   iv) Repetition of letters at the beginning words

c) Assuming that you lack speaking skills in English, write an imaginary discussion between you and your friend who is a very good public speaker. In the discussion, your friend identifies your problems in speaking and gives you suggestions for developing your speaking skills. The discussion must have at least ten exchanges consisting of 150 -200 words. **1 × ½ = 5M**

PART-B

I. **Read the telephone conversation given below and answer the questions that follow.**

Interviewer : Introduce yourself.

Candidate : Find all the details in my resume.

Interviewer : Hello! Do what I say?

Candidate : You only mistake me. I have given you my resume. All details are there.

Interviewer : How much do you expect?

Candidate : Don't you know how much you give your employees?

Interviewer : Will you work in our company at least for five years?

Candidate : That depends upon how you will treat me.

Interviewer : If I don't select you….

Candidate : I have plenty of opportunities outside.

Interviewer : Then why did you apply for a job here?

Candidate : Then why did you call me for this interview?

Interviewer : Will you leave this hall now?

Candidate : Give me my file.

a) **Why does the communication fail in the above conversation? Write your answer in not more than 150 words.** 1 × ½ = 5M

b) **Rewrite the conversation, making the communication successful. In the rewritten conversation, both partners must sound polite and positive, and the conversation must have the following features (communication strategies), among others: greeting, giving a polite and suitable response, thanking.**
1 × 7 = 7M

II. **Read the dialogue given below and answer the questions that follow:**

Sam : Hello, Shyam! Did You finish your homework?

Shyam : What about you?

Sam : Not yet, but I will finish it tonight.

Shyam : You always seek Rahul's help

Sam : He is very brilliant in our class.

Shyam : I know. Will you not do it yourself?

Sam : I'm always busy with house works.

Shyam : Don't find lame excuses.

Sam : You are second to none in giving lame excuses, aren't you?

Shyam : I......., ok, we go on a tour during vacation. Are you coming?

Sam : If my dad gives me permission.

Shyam : Are you afraid of your father?

Sam : Unlike your father, he is very strict.

Shyam : Sam, I wonder if you could do me a favour.

Sam : Tell me what?

Shyam : I was absent in your mother's class. Please ask her to mark me present.

Sam : Sure, if your parents are ready to adopt me.....

Shyam : What! My parents are better. Bye.

a) **Ten expressions/sentences in the dialogue illustrate the seven communication strategies (interpersonal skills) listed below identify them. Copy, in your answer book, each communication strategy and then write against it the expression (s) / sentences (s) it illustrates.** **10 × ½ = 5M**

a. Expressing agreement   1._____

2._____

b. Expressing annoyance   3._____

c. Expressing frankness   4._____

5._____

d. Expressing surprise   6._____

e. Expressing appreciation   7._____

f. Making a request   8._____

g. Seeking confirmation   9._____

h. Seeking permission   10._____

b) **Both Sam and Shyam have not finished their homework. Sam expresses his difficulty in doing his homework. The friends frankly speak about their attitudes towards their work and their parents too. Write an imaginary dialogue between Sam and his teacher who has given him homework. Use expressions/ sentences illustrating at least five communication strategies or interpersonal skills (such as expressing difficulties/ giving some lame excuses/ explanation / apologizing and promising). There should be a minimum of seven exchanges in your dialogue.** **1 × 7 = 7M**

III. **There is an error in each of the underlined sentences in the following dialogue. Rewrite the sentences correcting the errors. In your answer book, write the letter of each underlined sentence and then write the corrected sentence.** **12 × 1 =12M**

A very Indian conversation in Indian English

Doctor : Tell me your problem.

Patient : My head is paining. (a)

Doctor : You can speak in Telugu.

Patient : Little little Telugu I know. (b)My mother tongue is Hindi. So I speak English.

Doctor : How long have you been suffering from headache?

Patient : suddenly it comes. Suddenly it goes. Now it has come. (c)

Doctor : How do you feel when you get headache?

Patient : I cannot be able to bear the pain (d)

Doctor : Any tablet you…..?

Patient : yes, I eat tablets when I get severest pain (e)

Doctor : Do you sleep properly?

Patient : my sleep is oftenly disturbed for some reason (f)

Doctor : what some reason?

Patient : I am unable to tell to you the exact reason. (g)

Doctor : You get headache while reading books?

Patient : I am not getting it when I read newspapers and magazines (h) but I am getting pain in head when I read text books. (I)

Doctor : I'll give you some tablets. Take them regular (j)

Patient : In morning? In afternoon? Or in night? Before food (or) after food?   (k)

Doctor : The nurse will describe my prescription. (l)

Patient : Thank you, Sir.

IV. **Answer the questions as directed.**

a) **Identify the meaning of each of the four underlined idioms/ phrases and write its number [(i), (ii), (iii), or (IV)], as the case may be] in your answer book.** **4 × 1 = 4M**

1. Rahul can get the candidate a job in any company, because he is a big cheese.
   (i) A person of pride   (ii) an unreliable person.
   (iii) A money-minded person   (iv) an important and influential person.

2. Do not assign this work to Brown, because he is a <u>bird–brain.</u>
   (i) A stupid person   (ii) A dull fellow
   (iii) A lazy person   (iv) An unreliable fellow
3. Tommy is always in a pensive mood. I think he is leading <u>a dog's life.</u>
   (i) A happy life   (ii) an unhappy life
   (iii) An unhealthy life   (iv) an enjoyable life.
4. The teacher advised the students to <u>be all ears</u> before starting his lecture.
   (i) To listen a part   (ii) to clean all ears
   (iii) To listen attentively   (iv) to take care of ears

b) **Fill the blanks in the four dialogues given below with appropriate collocations (wood combinations) from the boxes. Write in your answer book the number of each dialogue and the collocation that fills in the blank.**   **4 × 1 = 4M**

vast experience	brightest boy	heavy dinner
pleasant weather	reliable friend	poor health

1. **Rekhta:** Anu, you seem to be worried today. Be happy. Don't you know we are going to Ooty this week?
   Anu: I'm not coming due to_____
2. **Mr. Sundar:** Sir, did you meet our new Principal?
   Mr. Kannan: Yes, sir I spoke to him; he seems to be a person with_____.
3. **Patient:** I get stomach-ache often.
   Doctor: Avoid_____
4. **Sujith:** Why do you share everything only with Rahul?
   Ajith: Yes, I do so because he is a _____.

c) **Choose the appropriate word that completes each sentence given below and write its number [(I), (ii), (iii), or (IV), as the case may be] in your answer book.**   **4 × 1 = 4M**

1. The assignment is so difficult that it is _____ for students to complete it.
   (i) onerous   (ii) occlusive   (iii) obviating   iv) obstinate

2. The class is fairly _____; there are students from all parts of India.
   (i) heterogeneous   (ii) delirious
   (iii) monotonous   (iv) homogenous

3. The workshop gives _____ of chance to learn from experts.

   (i) plethora   (ii) partisan   (iii) neophyte   (iv) pedant

4. Prof Mitra is the _____ of what a teacher should be; honest, creative and diligent.

   (i) pedant   (ii) paucity   (iii) parasite   (iv) paragon

V. **Write two paragraphs of 150 words each on the following topics. Each paragraph must have adequate and relevant ideas on the topic, and the ideas should be properly organized using strategies such as coherence and cohesion. Proper use of words and grammatical accuracy also matter. Besides, the paragraph must have a topic sentence.**

   a) Can students take a plunge into politics?   **(6M)**

   b) How can corruption be totally eradicated?   **(6M)**

VI. **Read the passage given below and answer the two questions (a) and (b) that follow**

Experts say that knowledge which is 'over- learned' – studied and restudied till error is reduced to a minimum is retained the longest. Simultaneously, it is also not true - as was once believed – that something once learned is never really forgotten. Psychologists now claim that anything once learned fades away gradually with misuse until it is almost forgotten. Since it is not completely forgotten, you may regain it faster with persistent effort even after years. Psychological tests have proved that re-learning even after long periods in about 90 percent of the time originally required. Whenever or whatever you learn something, you must keep your goal in mind. Learning is absolutely necessary to achieve your desired objectives. If the prospect of earning more money or acquiring worthwhile knowledge is not incentive enough, give yourself small rewards for your accomplishments in the process of learning. For instance, treat yourself to something, like going on a weekend trekking trip to the mountains and so on after completing a tough course. Let your mind have some relief.

a) Complete the following notes of the key points of the passage. Write down all the points in your answer book.   4 × 1 = 4M

   i. Experts are of the view that knowledge.....................................

   ii. Anything once learned..

   iii. To keep our goal in mind is essential, because..........................

   iv. If you give yourself small rewards for your accomplishments......

b) Using the notes you have made, write a summary of the passage. Use 50 to 60 words in your summary and give a title to it.

1 × 8 = 8M

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