

Guidelines for Getting Success in the Subject of Communication Skills (For the 1st Sem. Students)

The students should –

- Prepare the first SEVEN chapters (from the course) thoroughly. (it will cover most part of theoretical portion)
- Prepare grammar components well as it is the core of all communication tasks. (it will also help in scoring marks)
- Prepare specimen drafts of Business Letters, Job Applications, Technical Proposals, Technical Reports and Technical Descriptions.
- Give proper introduction, detailed body part and conclusion to answers while writing in examination. (it will give distinct impression to your answers)
- Read all the chapters thoroughly to be able to attempt tricky questions.
- Avoid spelling mistakes and grammatical errors in the answers.
- Use proper punctuation, decent handwriting, proper spacing to your answers in the exam to score well. (new answer must begin from the new page)

GUIDELINES

1. Write an application for the post of an engineer in a leading company.
 - a. Content : separate cover letter, properly organized resume, relevant qualification as per the post, enclosure
 - b. Tip: Prepare one specimen format which will help you to write any application.
2. Define communication and explain the process of communication with schematic representation (diagram).
 - a. Content : Introduction, Definition of communication, Process with diagram
 - b. Tip: Diagram must be neat and labeled.
3. Communication takes place at various levels. List and briefly explain the levels of communication.
 - a. Content : Extrapersonal, Intrapersonal, Interpersonal, Organizational and Mass
 - b. Tip: Explain each type with suitable examples.
4. What is flow of communication? Explain different types of flow of communication with schematic representation (diagram).
 - a. Content : Downward, Upward, Lateral or Horizontal, Diagonal or Crosswise, Grapewine
 - b. Tip: Diagram must be neat and labeled.
5. Differentiate between general and technical communication. Explain in brief the importance of technical communication.
 - a. Contents : Following points will help you to attempt this answer

General Communication	Technical
Contains a general message	Contains a technical message

Informal in style and approach	Mostly formal
No set pattern of communication	Follows a set pattern
Mostly oral	Both oral and written
Not always for a specific audience audience	Always for a specific audience
Doesn't involve the use of technical vocabulary or graphics, graphics, etc.	Frequently involves jargon, etc.
May not be factual	Always be factual
Objective and Subjective	Always objective

6. Discuss the main elements of non-verbal communication.

- a. Contents : Paralanguage, Kinesics, Proxemics, Use of Time, Mode of Dress
- b. Tip: Explain each concept with appropriate examples.

7. What is noise in communication?

- a. Contents : definition (noise as a barrier to communication), examples

8. Explain psychological barriers to communication. Or

Discuss intrapersonal barriers to communication by giving proper examples.

- a. Contents : same as intrapersonal barriers like Wrong Assumptions, Varied Perceptions, Differing Backgrounds, Wrong Inferences, Impervious Categories, Categorical Thinking

9. What are interpersonal barriers to communication? Explain.

- a. Contents : Limited Vocabulary, Incongruity of Verbal and Nonverbal Messages, Emotional Outburst, Communication Selectivity, Cultural Variations, Poor Listening Skills, Noise in the Channel
- b. Tip: Explain each concept with appropriate examples.

10. What is listening? Differentiate between listening and hearing.

- a.** Tip: This is one of the repetitively asked questions in GTU exam.
11. Explain in brief the different types of listening.
- a.** Contents : Appreciative Listening, Empathetic Listening, Comprehensive Listening, Critical Listening
12. What are the characteristics of a good listener?
- a.** Contents : desire to listen, positive attitude, Being non-evaluative, Paraphrasing, Reflecting implications, Reflecting hidden feelings, Inviting further implications, Responding non-verbally
13. What are the barriers to effective listening? Give some tips for effective listening.
- a.** Contents : Physiological barriers, Environmental barriers (Physical Distractions, message overload), Attitudinal barriers (Prejudices, Preoccupation, A casual attitude, Egocentrism)
14. Which are the visual aids for making an effective presentation?
- a.** Contents : Power point presentations, Overhead transparencies, blackboard or whiteboard, flip charts
15. What is body language? How is it important for making an effective presentation?
- a.** Contents : An important part of communication that weighs more than the verbal communication
16. What is an interview? What are the preparations we need to make for an interview?
- a.** Contents : A sociological and psychological screening of a candidate to select him/her for the suitable post
17. Which are the types of interviews we have? Explain and elaborate.
- a.** Contents : Job, Information, Persuasive, Exit, Exhaustive, Counselling, Termination

18. What is the importance of non-verbal aspects in an interview?

- a. Contents : regulates verbal communication, creates overall good impression, complements verbal communication

19. What is group discussion? Why should it be a part of selection procedure?

- a. Contents : major criterion for getting selected in any interview, for selecting the best candidate

20. Give some important guidelines for participation in group discussion?

- a. Contents : active participation, leadership, comprehensive listening, general and subject knowledge

21. What are the role functions of participant in group discussion?

- a. Contents : leader, initiator, right path indicator, participant, co-operator

22. What are the different types of paragraphs? Substantiate the types with proper illustrations.

- a. Contents : illustrative, narrative, descriptive, analytic

23. Differentiate between business letters and social letters.

- a. Contents : in terms of formal/informal, way of writing, jargon, salutation

24. Explain and elaborate the types of technical reports.

- a. Contents : informative, analytical, periodic, special, oral, written

25. What are the essential characteristics of a technical report?

- a. Contents : precision, factual details, relevance, reader orientation, objectivity of recommendation, simple and unambiguous language, special format, illustration, homogeneity, documentation

26. What is a technical report? Enlist the objectives of technical reports.

27. Define technical proposals. Elaborate the purposes of technical proposals.

- a. Contents : purposes must be written in detail
28. Briefly, enlist and explain the types of technical proposals.
- a. Contents : sales proposals, solicited proposals, unsolicited proposals, research proposals
29. What are the essential characteristics of a technical proposal?
30. Explain the types of resume in detail.
- a. Contents : Chronological, functional, hybrid/combination, electronic resumes

SOME MORE QUESTIONS:

1. What are the characteristic features of language as tool of communication?
2. How is feedback important in communication? Explain with example.
3. Write a complaint letter to the Commissioner, AMC about the garbage piles in your neighbourhood.
4. Write a complaint letter to the Police Inspector about a gambling den in your area.
5. Write a report on the first day of your college for the newspaper Time of India.
6. Define 'cover letter' and 'resume'. Give an example of a cover letter and a resume.
7. Briefly explain the structure/format of a technical proposal.
8. Select an object (any tool/mechanism/piece of equipment) from your environment and write its technical descriptions.
9. Write a short-note on
 - a. Communication across cultures
 - b. Defining the purpose of presentation
 - c. Analyzing the audience and locale
 - d. Organizing contents
 - e. Topic sentence and supporting sentence
 - f. Attributes of a good paragraph
 - g. The style and appearance of a technical proposal
 - h. Skimming and scanning

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