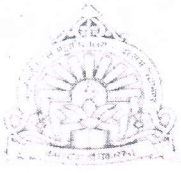


No of printed pages: 01

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Master of Science (Semester-III) Internal Examination 2025
PS03AEENG01 Professional Communication

Date: 26/09/2025, Friday

Total Marks: 20

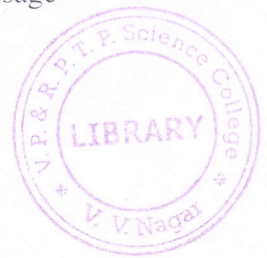
Time: 10:45 a.m. to 11:45 a.m.

Note: Figures to the right indicate marks of the question.

Q -1 Write the most appropriate answer from the following multiple-choice questions :

06

1. Which of the following is related to communication through touch?
A. Proxemics B. Haptics C. Chronemics D. Paralanguage
2. Which of the following is NOT a core element of the Communication Process?
A. Distraction B. Noise C. Sender D. Message
3. In workplace communication, 'netiquette' refers to
A. Rules of writing formal reports B. Etiquette for online communication such as emails
C. Guidelines for networking at events D. Strategies for avoiding workplace gossip
4. Visual aids in a presentation should:
A. Distract the audience B. Support and clarify the message
C. Contain as much detailed text as possible D. Be colorful but irrelevant
5. In professional emails, "CC" stands for:
A. Carbon Copy C. Common Contact
B. Clear Communication D. Compulsory Copy
6. Workplace etiquette primarily helps in building:
A. Conflict and competition B. Isolation and misunderstanding
B. Respect, trust, and harmony D. Stress and tension



Q-2 Which are the Barriers to Communication and how to overcome them?

07

OR

Write in detail the Principles of clear and concise writing.

Q-3 Discuss the Structure and Presentation Techniques in detail.

07

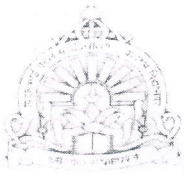
OR

Explain the Negotiation and Persuasion Techniques.

No of printed pages: 01

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Master of Science (Semester-III) Internal Examination 2025
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Date: 26/09/2025, Friday

Total Marks: 05

Time: 10 minutes

Write the most appropriate answer from the following multiple-choice questions: (05)

- 1 Public speaking process includes...
 - A. self-confidence, critical thinking, and communication skills.
 - B. preparation, organization, and the deliver
 - C. career advancement, networking, and leadership
 - D. Communication, networking, and leadership
- 2 Which of the following is NOT a core element of the communication process?
 - A. Distraction B. Noise C. Sender D. Message
- 3 Which of the following is an example of a communication 'channel'?
 - A. Email C. Audience's feedback
 - B. The speaker's idea D. Message Content
- 4 A message drafted in English is poorly translated into Hindi. Which barrier of communication is this?
 - A. Organizational barrier C. Psychological barrier
 - B. Semantic barrier D. Status barrier
- 5 In an email, what is the best practice for subject lines?
 - A. Keep them vague so people open it to find out what it's about
 - B. Use all capital letters to grab attention
 - C. Include a clear, concise summary of the email's content
 - D. Use emojis to show excitement
- 6 Which of the following helps in avoiding monotony during a speech?
 - A. Speaking very fast C. Using vocal variety (tone, pitch, pace)
 - B. Reading from slides D. Only through eye contact
- 7 In a negotiation, what is the primary purpose of active listening?
 - A. To dominate the conversation C. To understand the other party's underlying needs and interests
 - B. To prepare your next counter-offer D. To find flaws in the other party's arguments
- 8 Empathy in communication refers to:
 - A. Understanding and sharing the feelings of another person.
 - B. Interrupting the speaker to share your own experiences.
 - C. Ignoring the feelings of the speaker to remain objective.
 - D. Providing solutions immediately without listening fully.
- 9 A manager frowns while telling an employee their work is 'adequate'. What type of message is the frown?
 - A. Visual B. Symanctic C. Verbal D. Non-verbal
- 10 'Win-Win Approach' aims for outcomes
 - A. that benefit individual C. that benefit both sides
 - B. that benefit to others only D. that benefit only one side

